How to: Add your TechMail account or a functional mailbox in Outlook 2016 and 2013

Solution

Open the Mail applet in the Control Panel and click Email Accounts > New. Follow the onscreen instructions to add a new mailbox. For functional mailboxes, you will be prompted to authenticate. Authenticate with your TechMail address and your eRaider password.

Details

The following steps will help you configure your personal TechMail account or a functional mailbox in Outlook. If you are adding a functional account using this method, you will be able to perform tasks such as sending emails or meeting requests from the functional mailbox.

⚠️ CAUTION: Do not use the method below to add two mailboxes to the same Outlook profile if one email account is a manager and the other is a delegate for that person. This configuration is not supported by Microsoft and may result in problems. Instead, you can use an alternate method to add an additional mailbox under your existing account.

🔍 NOTE: You will need to have valid permissions to access the account you want to add.

1) Access the Control Panel in Windows.

2) Click Mail.

3) Click E-mail Accounts.
4) Click **New**.

5) Type in the following information, and then click **Next**.

- **Your Name**: Type in any name. The name will be automatically replaced by the name of the mailbox after configuration.
- **E-mail Address**: Type the full email address of the TechMail account you want to add.
- **Password**: Type your eRaider password.
- **Retype Password**: Retype your eRaider password.
You may be prompted to authenticate again. If you are adding a functional mailbox, delete the functional mailbox address and type in your TechMail address and eRaider password. Then, click **OK**.

6) If prompted about auto-discover, click **Allow**.

7) Outlook will configure the TechMail or functional account. Once configured, click **Finish**.
8) Click OK. You will need to close and re-open Outlook for the changes to take effect.

You must restart Outlook for these changes to take effect.

OUTCOME

The TechMail or functional account will be configured in Outlook.

Solution Properties

Solution ID
140226133246880

Last Modified Date
07/02/2019 03:44:29 PM

Author
raking