

How to Add a Generic Email Account to your Outlook App

In Outlook for Windows:

1. In Outlook, go to File > Account Settings > Account Settings.
2. Click on the Change button.
3. Click on the More Settings button and then on the Advanced tab.
4. Click on the Add button.
5. Enter the generic email account address (e.g. studentservices@allard.ubc.ca) and click OK.
6. Then click OK, Next, Finish and Close to exit.
7. Now you should see this email account at the bottom of your left-hand-side Outlook window (which has your other email accounts/folders in it).

In Outlook for Mac:

1. In Outlook, go to Tools > Accounts.
2. Click on the Advanced button.
3. Click on the Delegates tab.
4. Click on the '+' under "Open these additional mailboxes".
5. Type in the generic email account address (e.g. studentservices@allard.ubc.ca) and it should show up in the list.
6. Highlight the mailbox and click on the Add button.
7. Click OK and then close the Accounts window.