Outlook 2016 for Mac
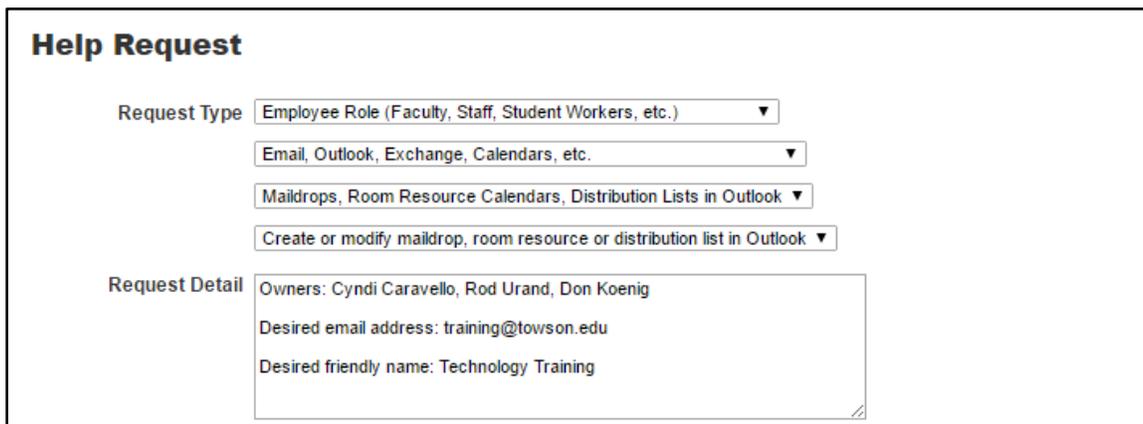Requesting and Adding a Maildrop

Introduction

A maildrop is a group mailbox (with one or more owners) assigned to a department or organization within the university (for example, blackboard@towson.edu or helpdesk@towson.edu). Maildrops allow an owner to send email messages from the maildrop's email address rather than from their own email address.

Requesting a Maildrop

Faculty/staff can request a maildrop by creating a techhelp ticket. Use the steps below to enter the ticket:

1. From your web browser, log into techhelp by typing **techhelp.towson.edu**.

2. Enter your **Username (NetID)** and **Password**

3. Click **Log In**.

4. Select the drop-down menu beside **Request Type** and choose the following categories:

    -   **Employee Role (Faculty, Staff, Student Worker, etc.)**

    -   **Email, Outlook, Exchange, Calendars, etc.**

    -   **Maildrops, Room Resource Calendars, Distribution Lists in Outlook**

    -   **Create or modify maildrop, room resource or distribution list in Outlook**

5. Beside **Request Detail**, enter the following information:

    -   The names of those who need full access to the maildrop ("owners")

    -   The desired email address of the maildrop

    -   The desired "friendly name" of the maildrop (which is what will appear in Outlook's Global Address List)

Figure 1

Note: Requests may be granted or denied based on the legitimacy of the request, perceived manageability issues, or perceived conflicts with other names or services provided by the University. After access to a maildrop is granted, it can take up to four hours for the maildrop to populate with email.

Adding a Maildrop to Outlook

After your maildrop has been created, add a separate account to Outlook. Using this method, the following is possible:

- Messages are sent from the maildrop's email address and not your Towson personal account.

- When replying or forwarding an email from the maildrop, it will come from the maildrop's email address.

- An out of office message can be sent from or rules can be created within the maildrop.

1. Launch the **Microsoft Outlook** application.

2. From the top left menu bar, click **Outlook** and then **Preferences**.
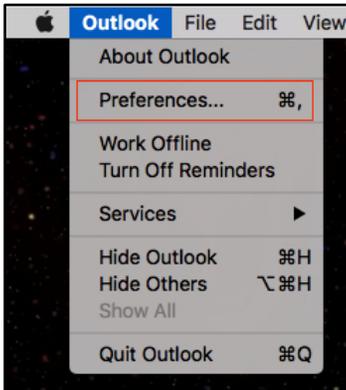

Figure 2

3. In the **Outlook Preferences** window, click on the **Accounts** icon.

Figure 3

4. The **Accounts** window will appear. Click the **+** button in the lower-left corner of the window and then click on **New Account**.
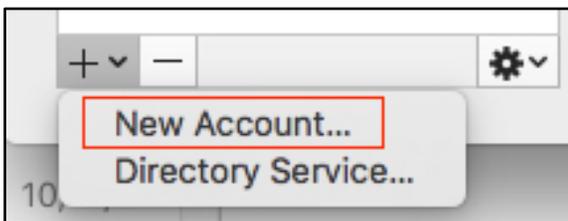

Figure 4

5. In the **Set Up Your Email** window, type the email address of your maildrop in the **Email** text field and then click the **Continue** button.
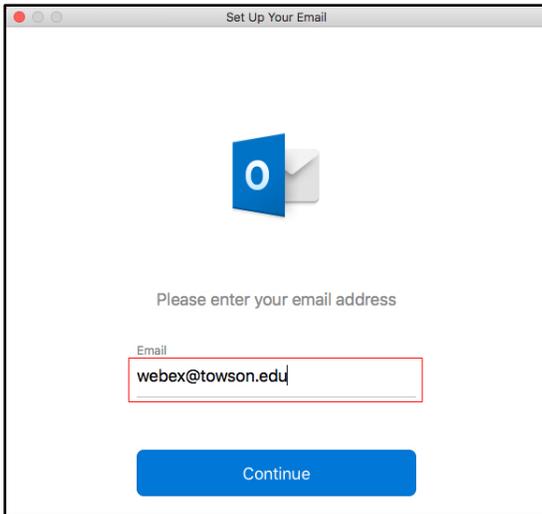

Figure 5

6. Another window will open prompting you for your Towson University email address or NetID and password. Fill in the text fields and click the **Sign in** button.
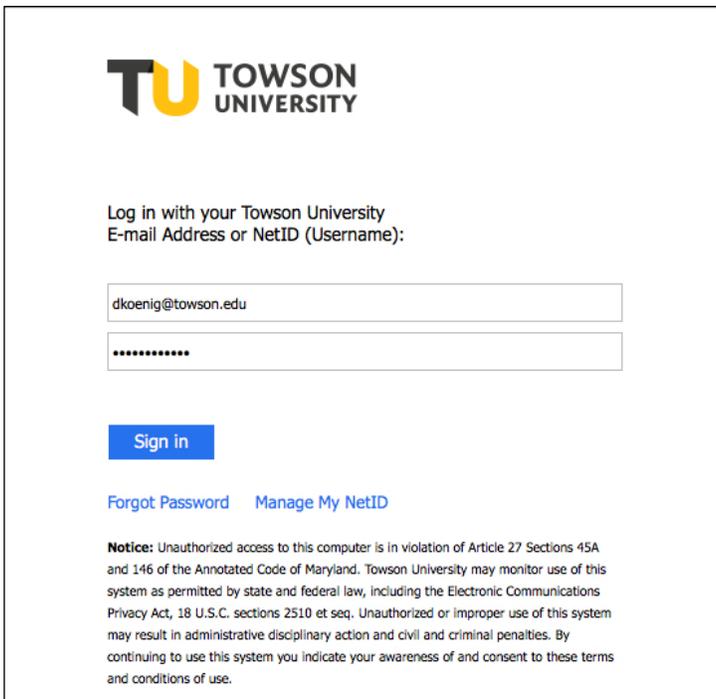

Figure 6

7. The following window may prompt you for **Duo** multi-factor authentication.

8. Once the account has been added, you will receive a confirmation in the **Set Up Your Email** window. Click the **Done** button.

Figure 7

9. The maildrop account will appear in Outlook's **Accounts** window. Close the **Accounts** window.
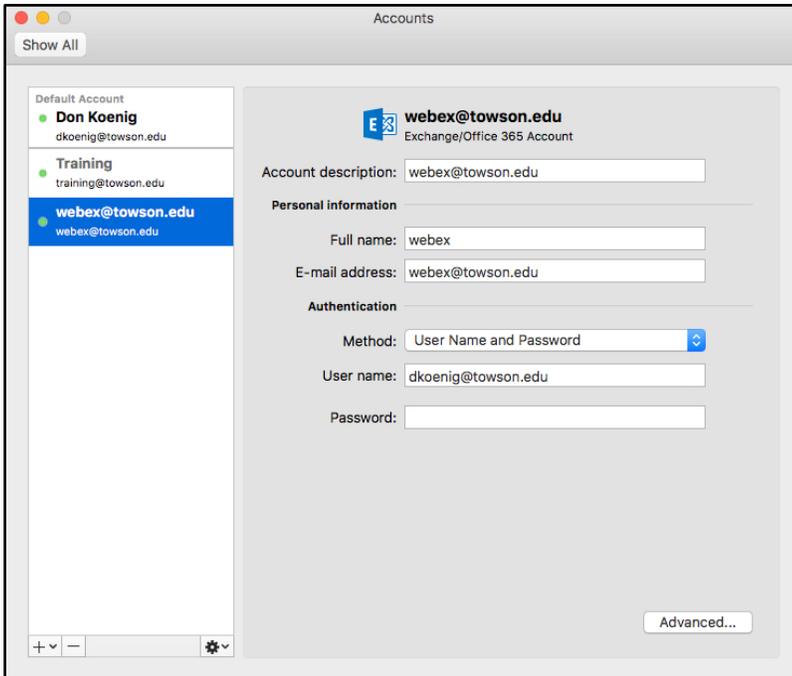

Figure 8

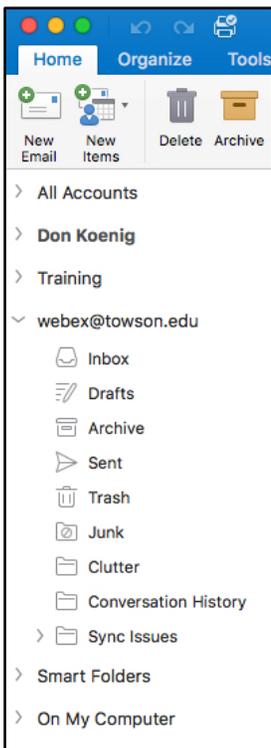10. The maildrop will appear in the **Accounts** pane of the main Outlook window.

Figure 9