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)

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, there are a couple ways to gain access to the maildrop. One way is to add a separate account to your personal email account. 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.

Adding a Separate Account

1. From within Outlook, click the **File** tab on the ribbon.
2. Click **Info** on the left navigation and then **Add Account**.

![Account Information](image)

**Figure 2**

3. The **Add Account** dialog box will appear. Enter the following information:
   - **Your Name**: Enter the name of the maildrop
   - **E-mail Address**: Enter the maildrop’s email address
   - **Password**: Leave blank
4. Click **Next**.

![Add Account Dialog](image)

**Figure 3**

5. The **Searching for your mail server settings** box will appear. It may take several minutes to set up the mail drop.
Outlook 2016: Requesting and Adding a Maildrop

6. The **Log in with your Towson University E-mail Address or NetID (Username)** box will appear. Remove the maildrop’s email address and enter your **Towson email address** and **password** in the designated areas and click **Sign in**.

![Sign in](image1)

**Figure 4**

7. When the configuration is complete, click **Finish**. You will have to restart Outlook for the changes to take effect.

![Finish](image2)

**Figure 5**

8. Open Outlook and you will see the **maildrop** on the left navigation. Click the **expand triangle** to see the containers (Inbox, Sent, etc.).

![Maildrop](image3)

**Figure 6**
Outlook 2016: Requesting and Adding a Maildrop

Creating a Profile

Another way to access an Outlook maildrop is to create a profile. Using this method, all of the same items are possible as creating a separate account in outlook but you may also create a mail merge from the maildrop.

1. Close Outlook if it is open.
2. Click the **Start** button.
3. Click the **Control panel** button.
4. Click the **search box** in the upper right-hand corner and type **Mail**.

![Figure 7](image)

5. Double-click on **Mail (32-bit)**. The **Mail Setup - Outlook** window will appear.
6. Click **Show Profiles**.

![Figure 8](image)
7. The **Mail** dialog box will appear. Click **Add**.

![Mail dialog box](image)

**Figure 9**

8. The **New Profile** dialog box will appear.

![New Profile dialog box](image)

**Figure 10**

9. Under **Profile Name**, type the name of the maildrop and click **OK**.
10. The **Add Account** dialog box will appear. Beside **E-mail Address**, replace your Towson email address with the email address of the maildrop.

11. Beside **Your Name**, replace your name with the name of the maildrop.

12. Leave the **Password** fields blank and click **Next**.

13. The **Windows Security** dialog box will appear. Remove the maildrop email address and enter your primary **Towson email address** and **Password** in the designated boxes in the dialog box and click **OK**.

14. Be sure to select **Remember my credentials**. Click **OK**.

15. When the configuration is complete, click **Finish**.

16. In the **Mail** dialog box, select **Prompt for a profile to be used** and click **OK**.

17. Launch Outlook and you will see the **Choose Profile** box. Click the down arrow beside **Profile Name** and choose the maildrop and click **OK**.

18. Each time you open Outlook, you will choose which profile you wish to bring up.