

Outlook

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). 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)

The screenshot shows a 'Help Request' form with the following fields:

- Request Type**: A dropdown menu with the following options:
 - Employee Role (Faculty, Staff, Student Workers, 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
- Request Detail**: A text area containing:
 - Owners: Cyndi Caravello, Rod Urand, Don Koenig
 - Desired email address: training@towson.edu
 - Desired friendly name: Technology Training

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, 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**.

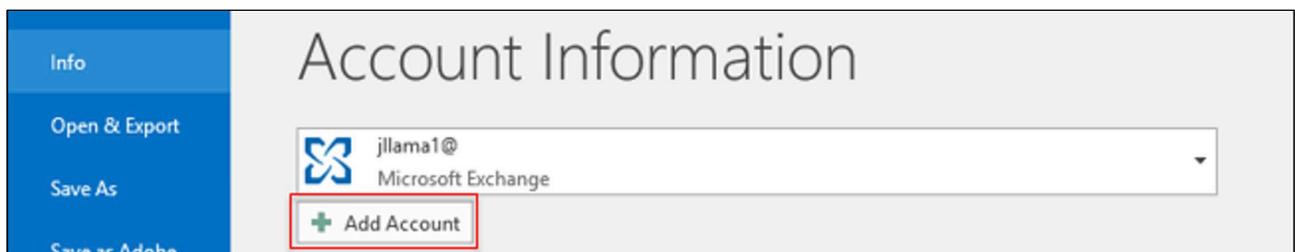


Figure 2

3. The **Add Account** dialog box will appear. Enter the maildrop's email address:
4. Click **Connect**.

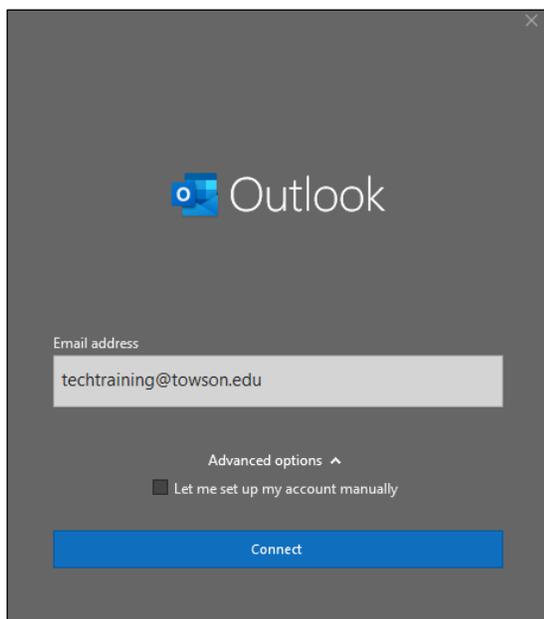


Figure 3

5. The **Searching for your mail server settings** box will appear. It may take several minutes to set up the mail drop.

- 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**.

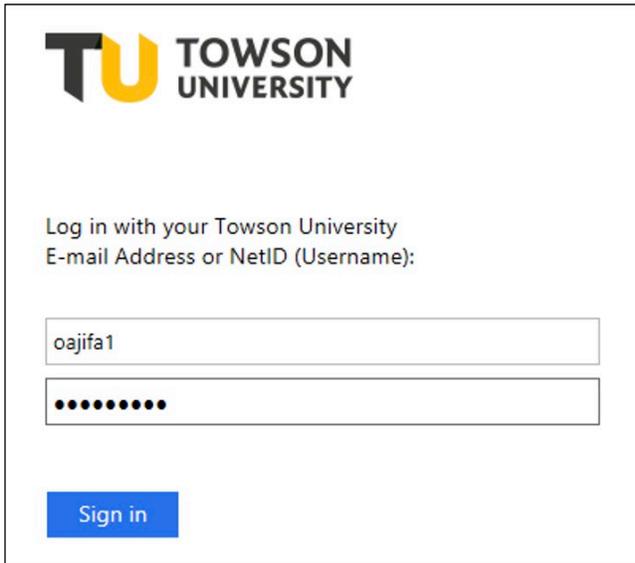


Figure 4

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

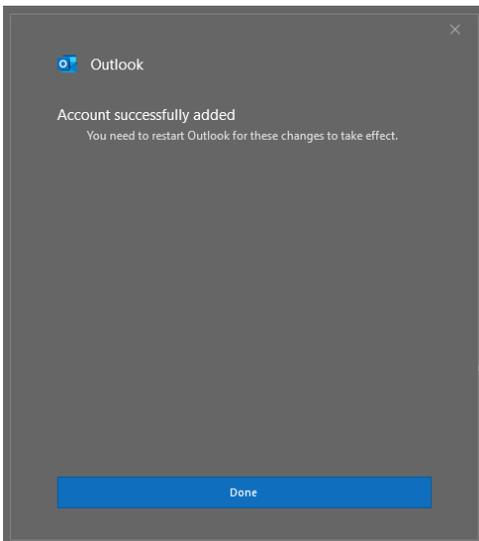


Figure 5

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

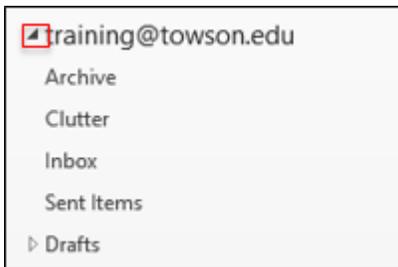


Figure 6