

How to Set Up IMAP for a Shared Outlook Account

1. Set up an IMAP account with the following characteristics:

Username: win.duke.edu\netid\alias

[netid is the netid of the person with full access and send-as access; alias is the alias listed for the shared account in the Global Address List, e.g., helpdesk-law, not Law-HelpDesk]

(Properties of Law-HelpDesk contact entry in the Global Address List show Alias: 'helpdesk-law')

The screenshot shows a contact properties window for 'LAW-HelpDesk'. The 'General' tab is active. The 'Alias' field is highlighted with a red circle and contains the text 'helpdesk-law'. The 'Company' field is 'Duke University' and the 'Department' is 'Law School'. At the bottom, there are buttons for 'Add to Contacts', 'Actions', 'OK', 'Cancel', and 'Apply'.

Password: [netid password]

Server: exchange.oit.duke.edu

Security: SSL

Port: 993

2. Set up the outgoing (SMTP) server

Username: [netid]

Password: [netid password]

Server: smtp.duke.edu

Security: TLS

Port: 587