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’)
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