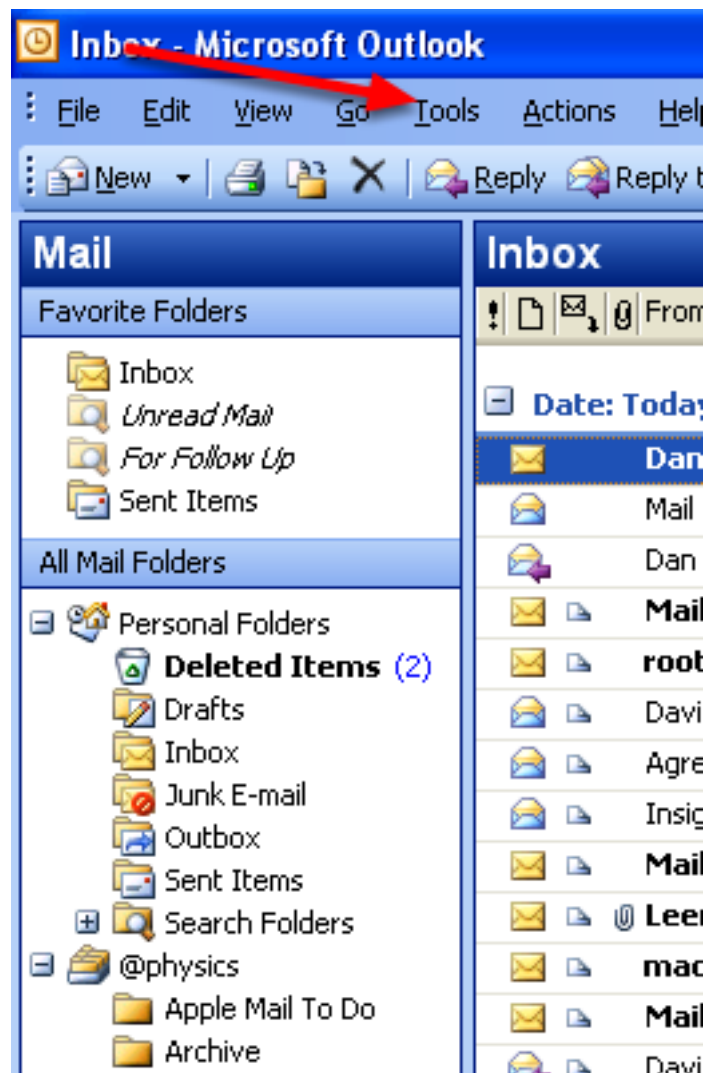


Adding the @glasgow address to your outgoing emails in Outlook

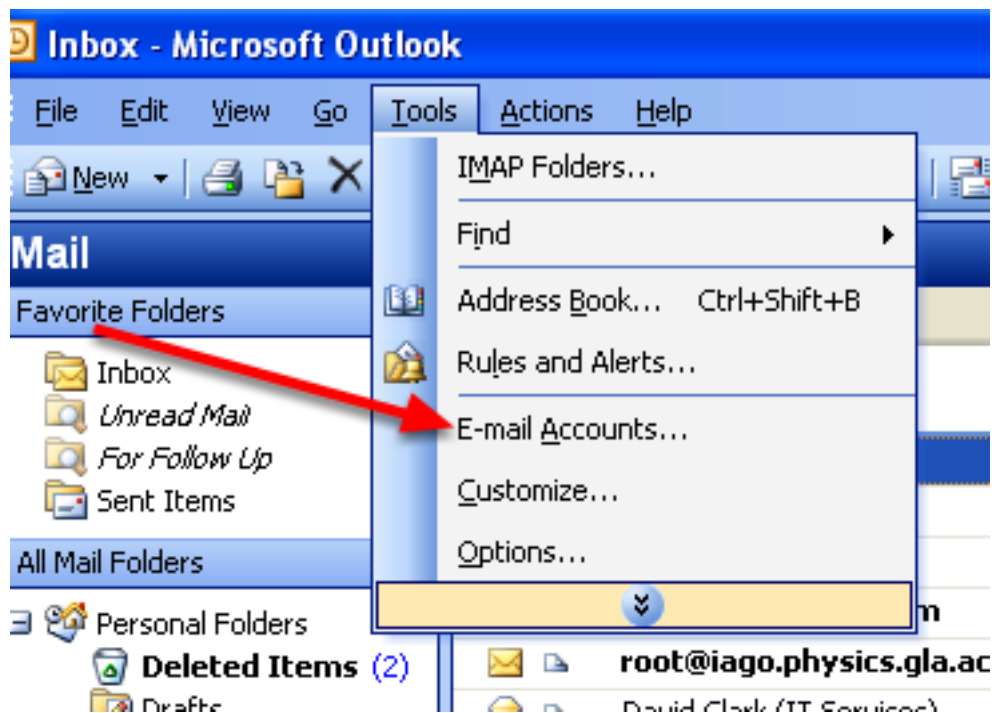
The following steps are what needs to be done to give you a choice of sending an email to anyone with your @glasgow.ac.uk email address as the "From" address, as recently mandated by the University Senior Management Team.

Start from here.



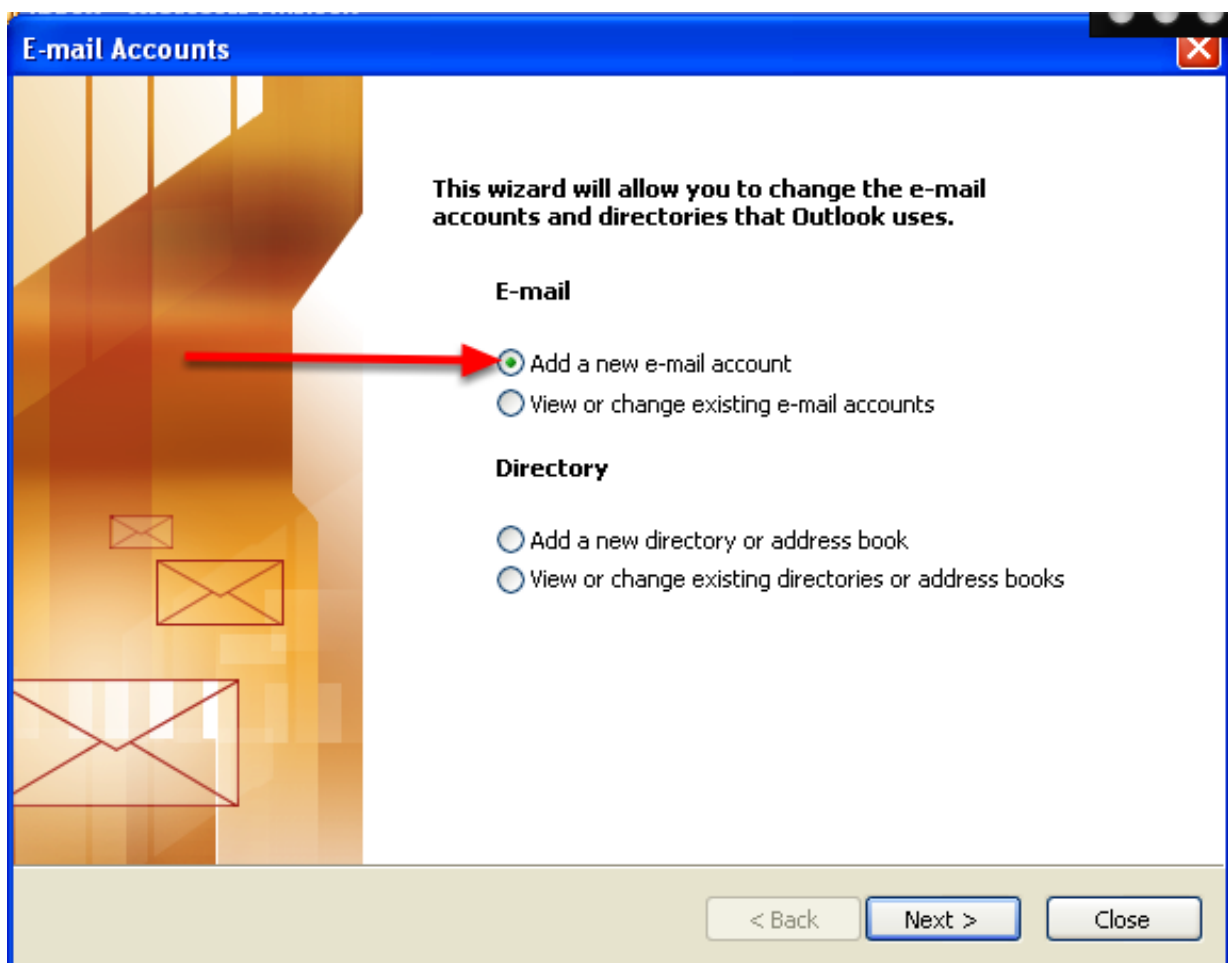
Click the Tools menu item

The "E-mail Accounts" choice



Choose the "E-mail Accounts...." option to bring up the Accounts Wizard

The Accounts Wizard



Make sure the green dot is on the "Add a new e-mail account" button, then click Next.

The Accounts Wizard 2

E-mail Accounts ✕

Server Type
You can choose the type of server your new e-mail account will work with. ✖

Microsoft Exchange Server
Connect to an Exchange server to read e-mail, access public folders, and share documents.

POP3
Connect to a POP3 e-mail server to download your e-mail.

IMAP
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.

HTTP
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.

Additional Server Types
Connect to another workgroup or 3rd-party mail server.

Select the "IMAP" button, then press Next.

The Accounts Wizard 3

E-mail Accounts

Internet E-mail Settings (IMAP)
Each of these settings are required to get your e-mail account working.

User Information	Server Information
Your Name: <input type="text" value="Shane Kelly"/>	Incoming mail server (IMAP): <input type="text" value="imap.physics.gla.ac.uk"/>
E-mail Address: <input type="text" value="laine.Kelly@glasgow.ac.uk"/>	Outgoing mail server (SMTP): <input type="text" value="ail-relay.physics.gla.ac.uk"/>

Logon Information

User Name:

Password:

Remember password

Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

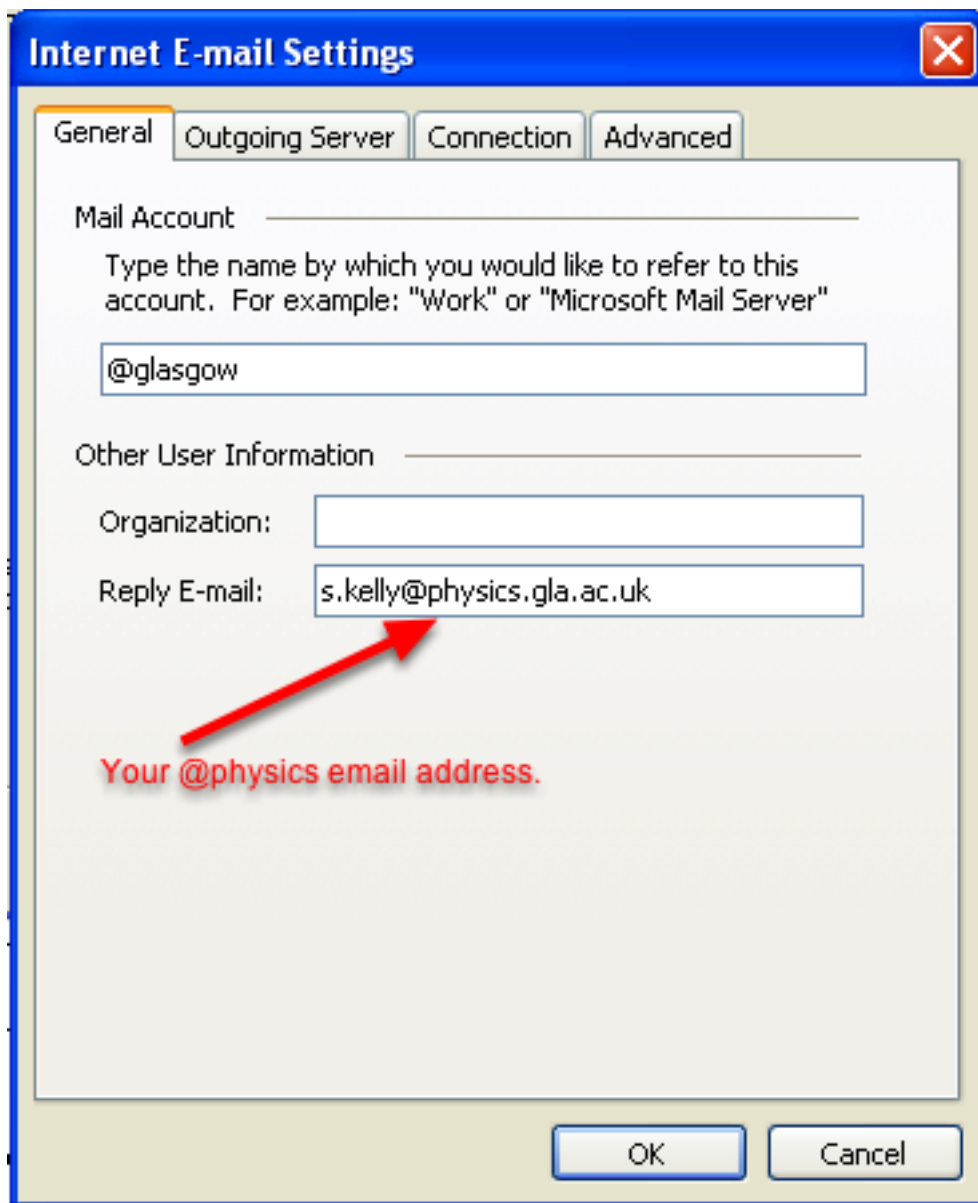
Your @glasgow address goes here.

Your physics name and password

On this screen, fill in the details exactly as you would for your @physics account **except** for the "E-mail Address" box, which should contain your @glasgow address

Effectively, we are creating a copy of your @physics email account, but one which has your "From" address set to your @glasgow address.

Once you have all your details filled in, **click the "More Settings ..." button**



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'General' tab selected. The 'Mail Account' field is empty, with a text box below it containing '@glasgow'. The 'Other User Information' section has an empty 'Organization' field and a 'Reply E-mail' field containing 's.kelly@physics.gla.ac.uk'. A red arrow points from the text 'Your @physics email address.' to the 'Reply E-mail' field. At the bottom are 'OK' and 'Cancel' buttons.

Internet E-mail Settings

General | Outgoing Server | Connection | Advanced

Mail Account _____
Type the name by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"

@glasgow

Other User Information _____

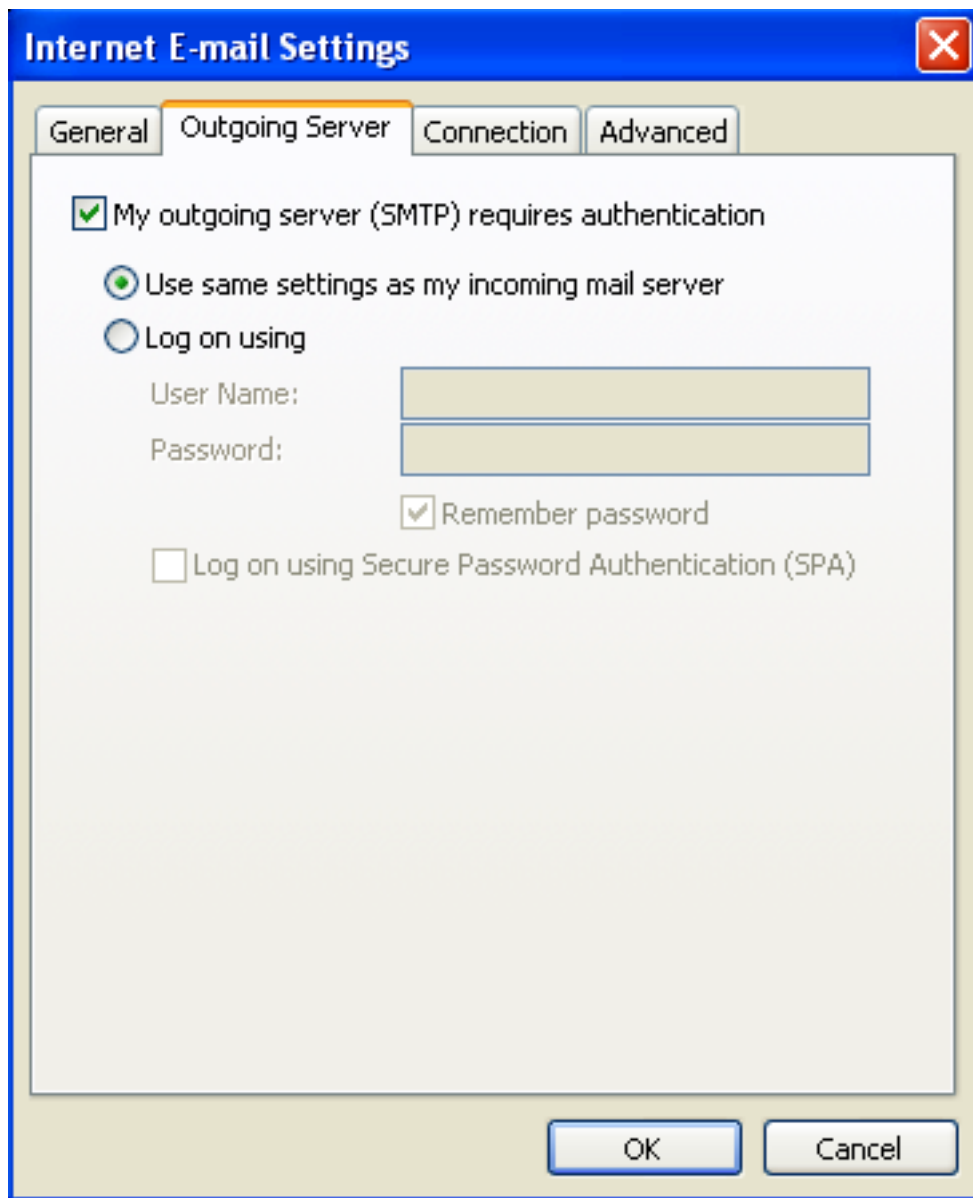
Organization: _____

Reply E-mail: s.kelly@physics.gla.ac.uk

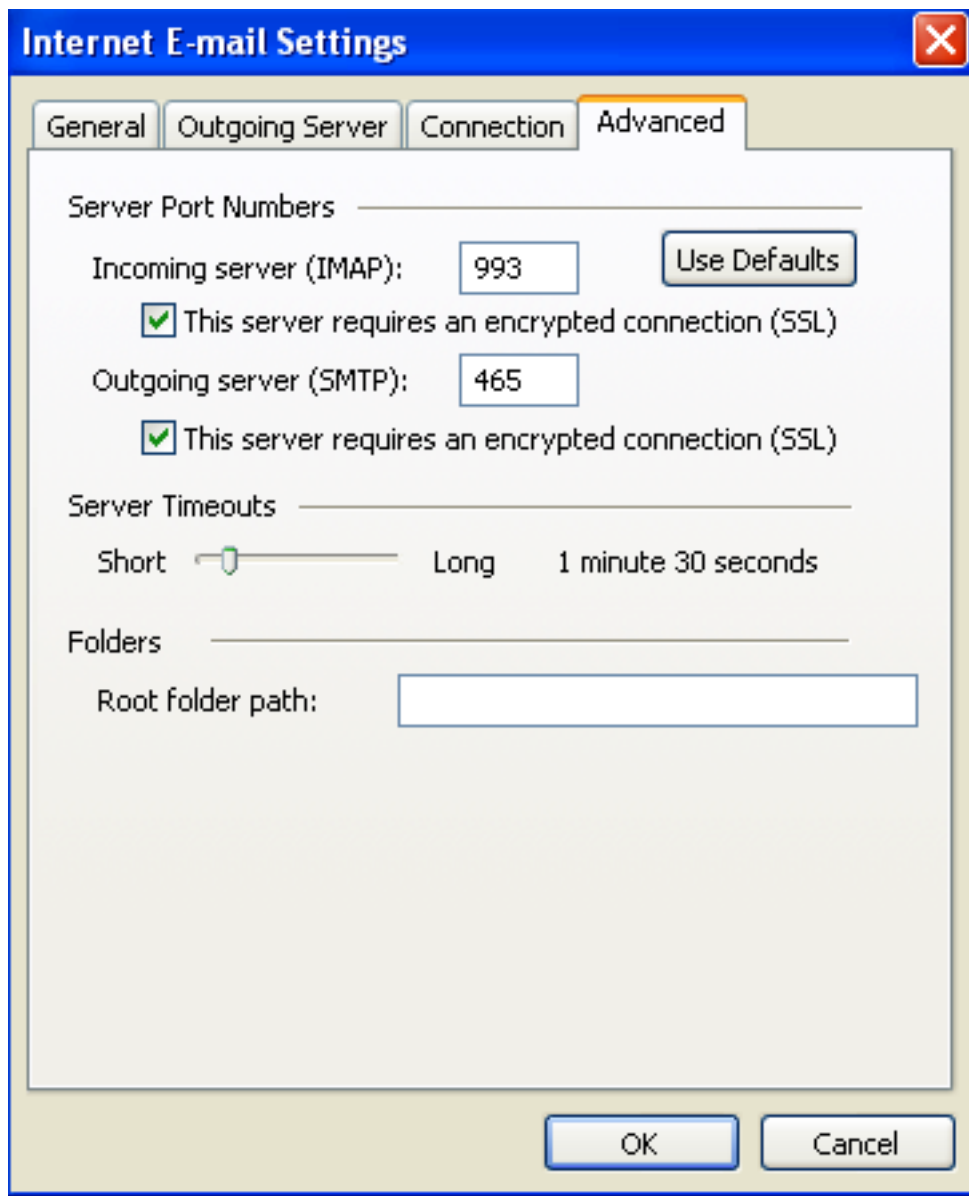
Your @physics email address.

OK Cancel

For the General tab of this dialog, give the account a memorable name (the @glasgow above) and fill in your Reply E-Mail with your @physics address. This will ensure that your email, when being replied to by anyone just clicking the "Reply" button (or right-clicking and selecting Reply) will be replying to your @physics address. If you leave this blank, your email will go to your @glasgow address and then be forwarded on to your @physics address. See earlier emails and the post on the IT Matters website for the possible consequences of doing that.



For the "Outgoing Server" tab, make sure yours looks like this.



Ignoring the Connection tab, set your Advanced tab up to look like the one above, then Click OK.

The Accounts Wizard 7

E-mail Accounts

Internet E-mail Settings (IMAP)

Each of these settings are required to get your e-mail account working.



User Information

Your Name:

E-mail Address:

Server Information

Incoming mail server (IMAP):

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

Remember password

Log on using Secure Password Authentication (SPA)

[More Settings ...](#)

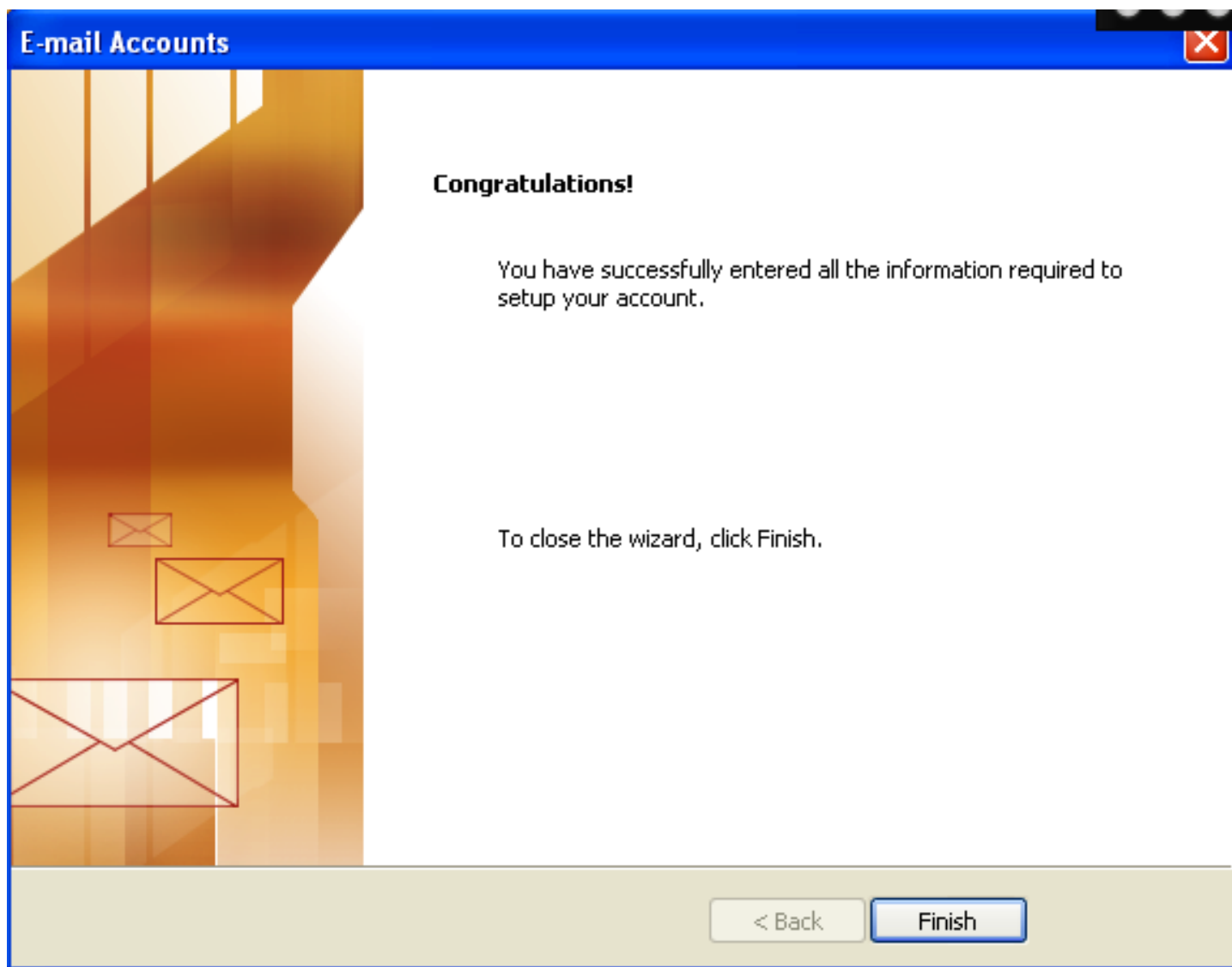
< Back

Next >

Cancel

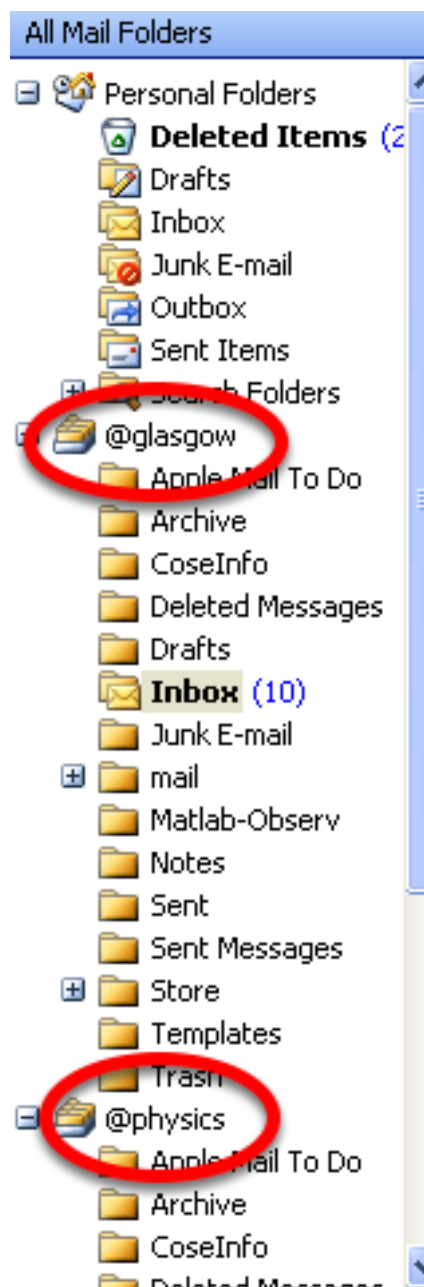
That brings us back to here.

Click "Next"



Click Finish

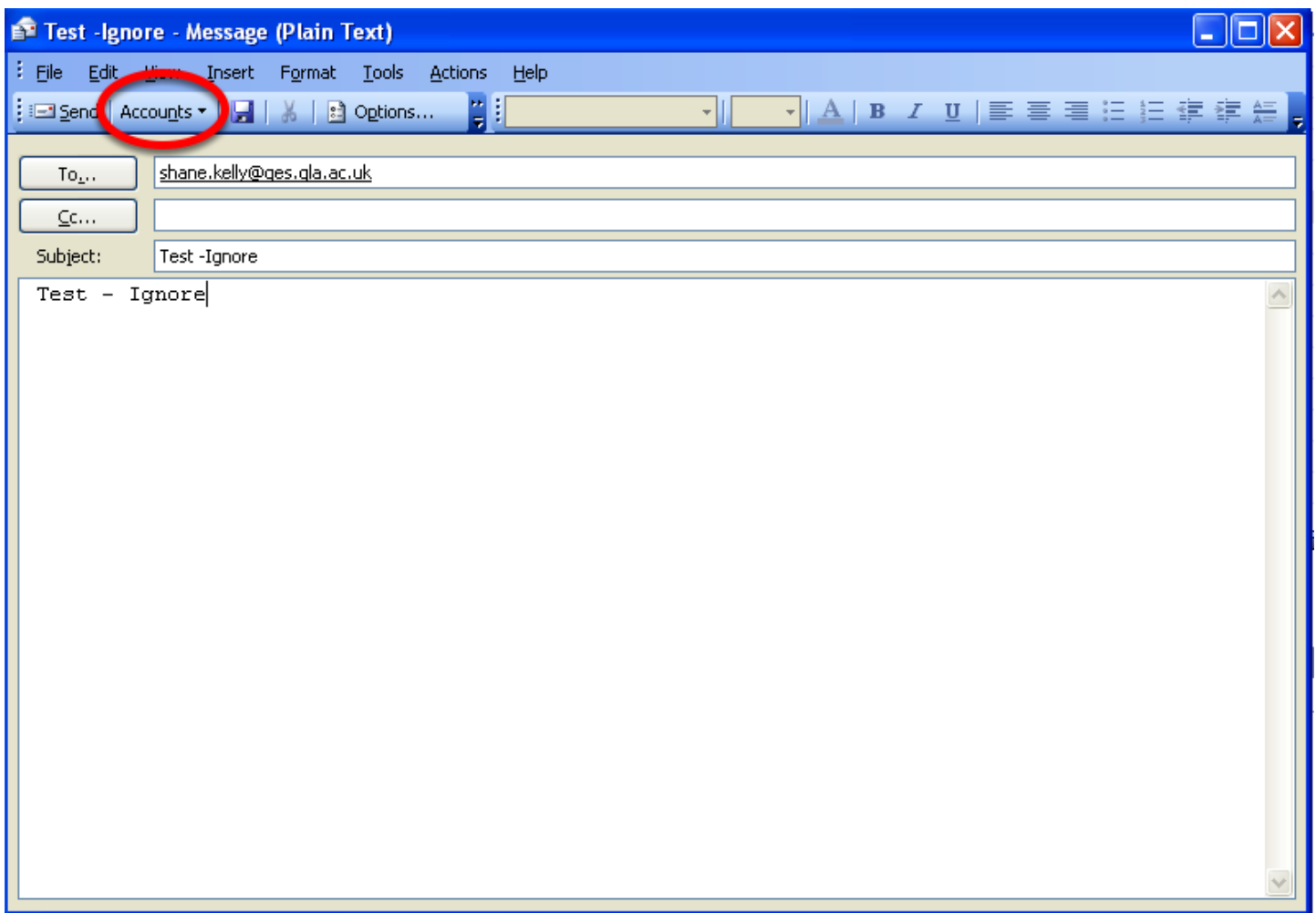
The two email accounts



And here we have the two email accounts. Essentially, these are the same accounts, so if you are tempted to "un-subscribe" some of the folders, you will be "un-subscribing" them in both email accounts.

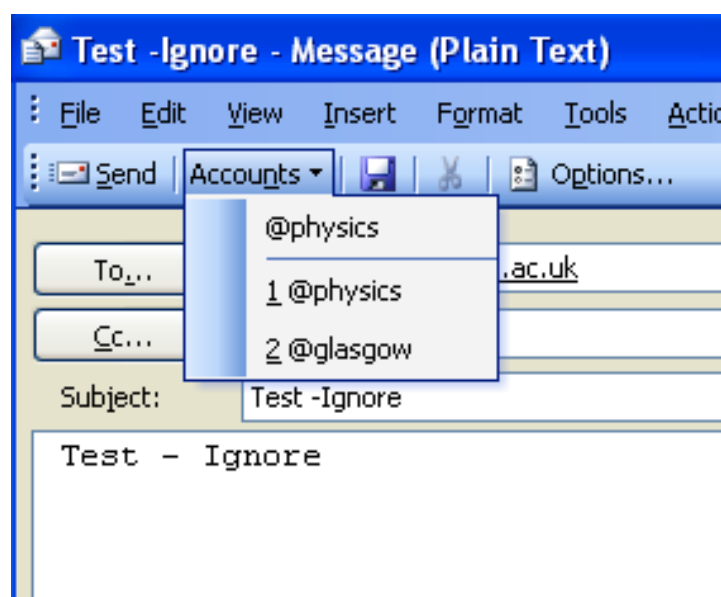
I recommend that you close the @glasgow account by clicking on the - sign next to it and leave it closed.

Sending an E-mail from the @glasgow account.



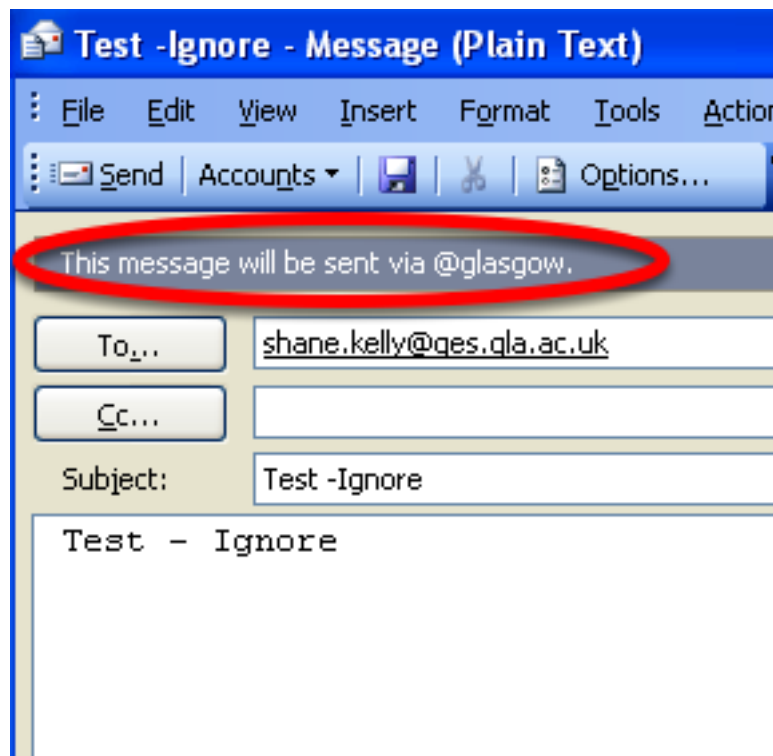
When sending a new email (as opposed to replying to one), note the new drop-down - Accounts. Click on it to bring up your options.

Sending an E-mail from the @glasgow account 2



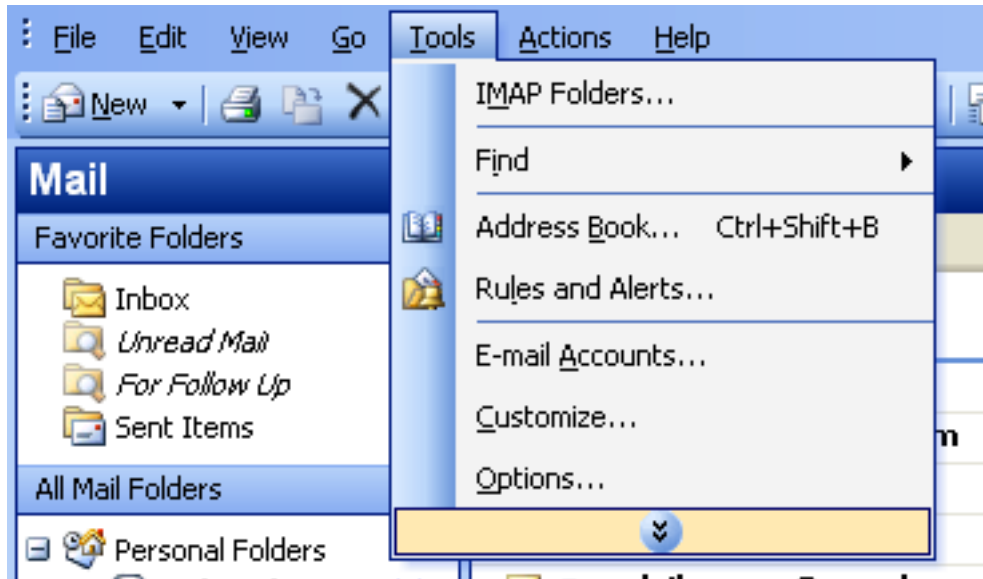
The top option is the "active" account. Choose whichever one you require, remembering that the @glasgow account is the one with your @glasgow "From" address.

Sending an E-mail from the @glasgow account 3



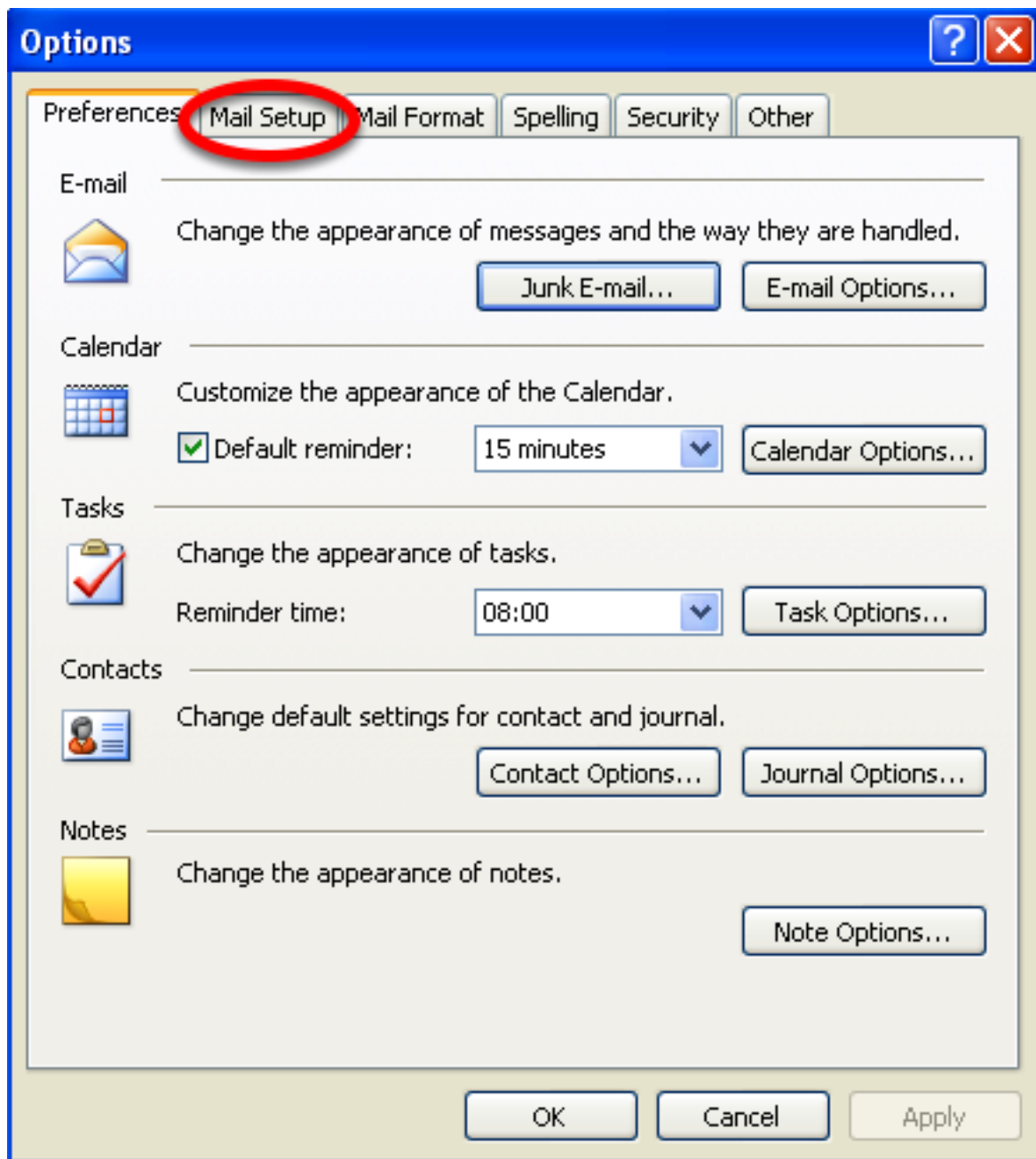
Selecting one of the options will show a confirmation as to which account will be used to send the email.

And the last thing we need to do....



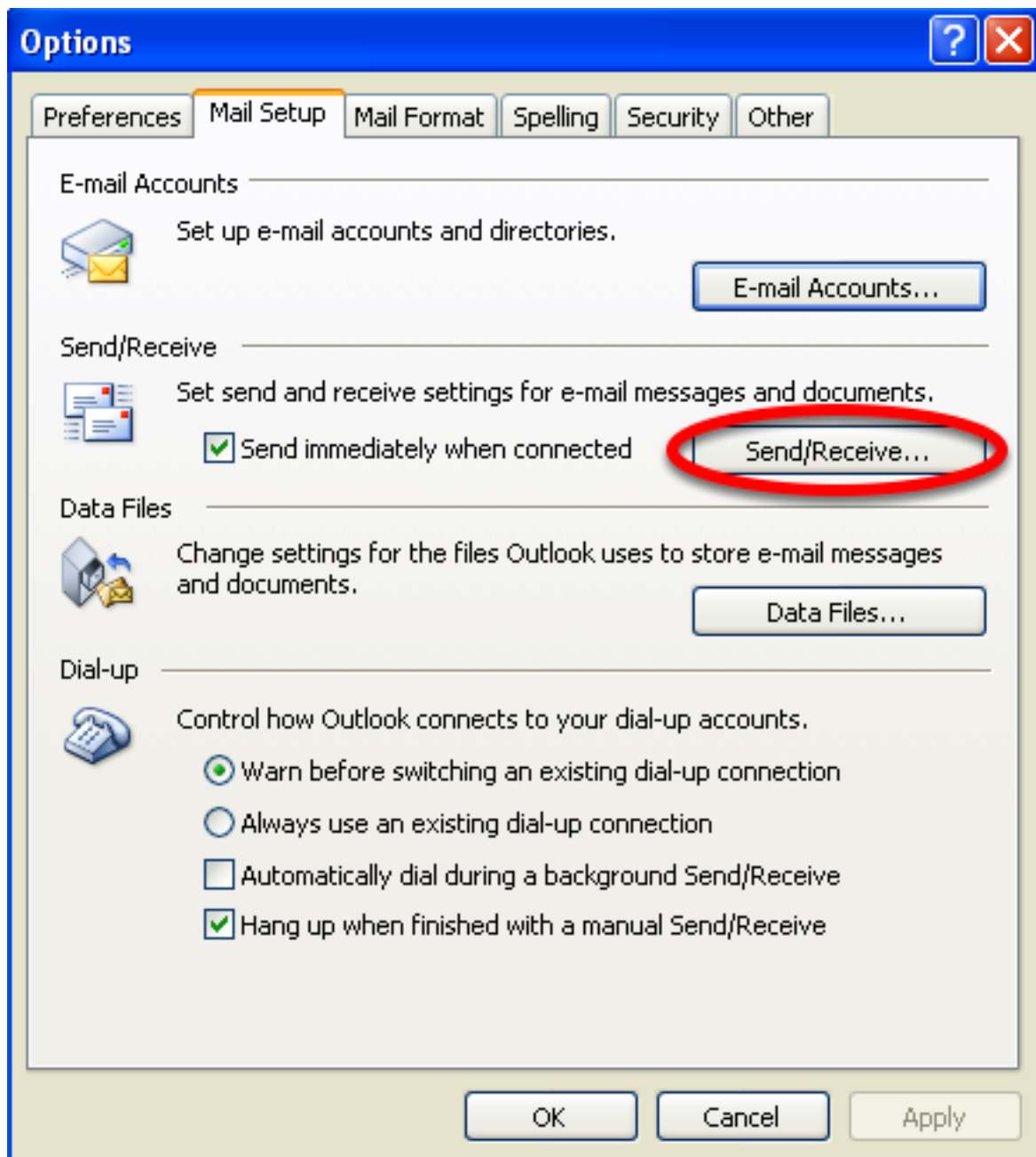
select "Tools" then Options...

And the last thing we need to do....



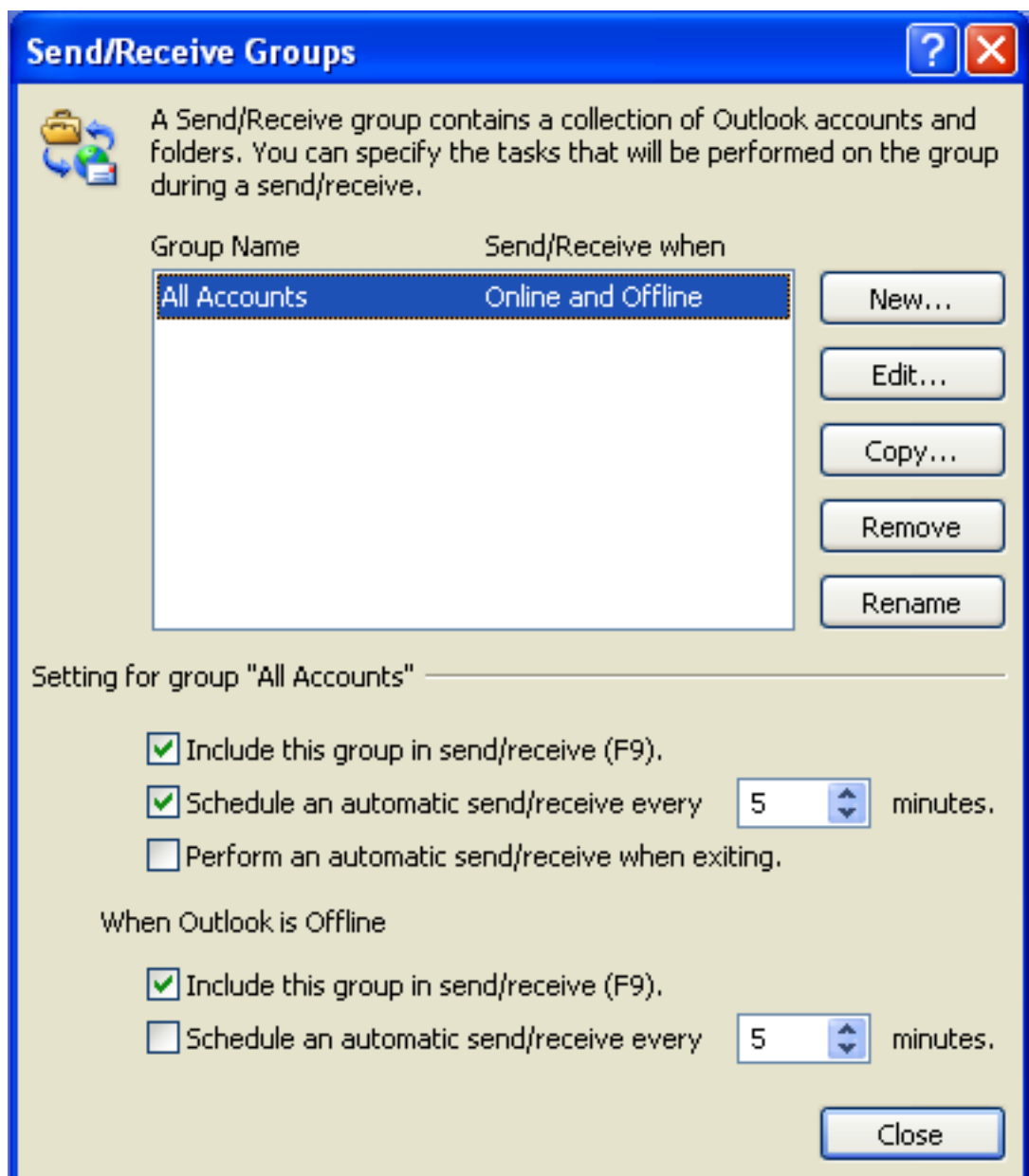
Select the "Mail Setup" tab

And the last thing we need to do....



And then select the "Send/Receive" button....

And the last thing we need to do....



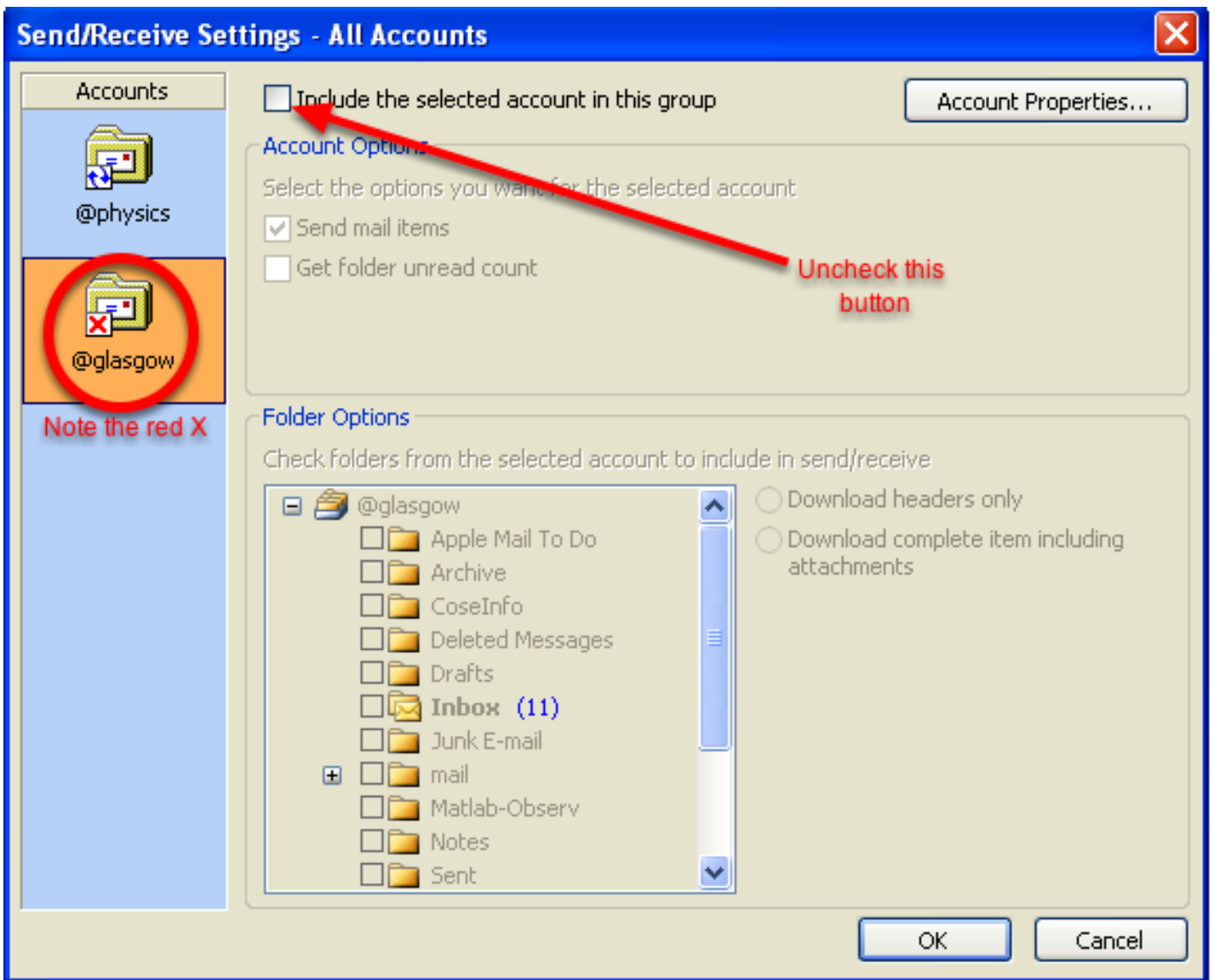
Then click on Edit...

And the last thing we need to do....



Click on the @glasgow account

And the last thing we need to do....



Uncheck the "Include the selected account in this group" check box.

Click OK, then Close, then OK to get back to the accounts and messages pane.

By doing this we have told Outlook not to try and update the @glasgow account when it updates the @physics account. It is not needed, and it doubles the time taken for your email to update.

And Finally....

If anyone knows a better way than this to give users a choice, please let me know.

If you are not worried about a choice, then please just set your email address as your @glasgow address, but note that detailed help with your email (email tracking, checking on spam rejections etc) becomes much harder and will take much longer, if possible at all.

As always, please call me if anything about this is not clear.