Customer Configuration of Outlook & Webmail for Generic Email Account

**Important:** Please note, that in order to access a generic email account you must use **YOUR** email credentials. **You have not been given a username and password for the generic account.** But your email account has permissions that allow you to access the generic email account.

After the “Generic” mailbox is configured by ETS, the specified users who now have access will have to do the following:

To access the “Generic” Mailbox to review and send emails:

I. **Configure a new profile for Outlook**

Using Outlook 2007:

1. Close Outlook
2. Open up the Control Panel
3. Double click the Mail icon (Found in Classic View) ![Mail]
4. Click the Show Profiles button
5. Click Add
6. At the Profile Name dialog box type in the name of the “Generic” mailbox and Click OK
7. Select *Manually configure server settings or additional server types* and Click Next
8. Select Microsoft Exchange and Click Next
9. Type in the following for Microsoft Exchange Settings
   - Microsoft Exchange server: *wpdc-exmb01.howardu.net*
   - User Name: *“Generic” mailbox name*
10. Click Check Name
11. Once the items entered are underlined, Click Next
12. Ensure that you see the Congratulations! page and Click Finish.
13. Back at the Mail dialog box at the bottom, *When starting Microsoft Office Outlook, use this profile:* Choose *Prompt for a profile to be used*
14. Now Open Outlook and select which Mailbox you want to view; your default “Outlook” mailbox or the “Generic” Mailbox you just added.

Using Outlook 2003 and earlier:

1. Close Outlook
2. Open up the Control Panel
3. Double click the Mail icon (Found in Classic View) ![Mail]
4. Click the Show Profiles button
5. Click Add
6. At the Profile Name dialog box type in the name of the “Generic” mailbox and Click OK
7. Select *Add a new e-mail account* and Click Next
8. Select Microsoft Exchange Server and Click Next
9. Type in the following for Microsoft Exchange Settings
   - Microsoft Exchange server: wpdc-exmb01.howardu.net
   - User Name: “Generic” mailbox name

10. Click Check Name

11. Once the items entered are underlined, Click Next

12. Ensure that you see the Congratulations! page and Click Finish.

13. Back at the Mail dialog box at the bottom, When starting Microsoft Office Outlook, use this profile: Choose Prompt for a profile to be used

14. Now Open Outlook and select which Mailbox you want to view; your default “Outlook” mailbox or the “Generic” Mailbox you just added.

II. Use Webmail (Outlook Web Access)

   Using Internet Explorer:
   1. Go to https://webmail.howard.edu
   2. Log in with your username and password.
   3. Click the down arrow next to your name at the top right corner of the browser.
   4. Type in the name of the “Generic” mailbox and click Open

   5. If a pop-up window is not displayed with the “Generic” mailbox, disable Pop-up blocking for this site.

   Using Internet Explorer or any other web browsing software:
   6. Go to https://webmail.howard.edu/OWA/generic@howard.edu
   7. Where generic@howard.edu should be replaced by the actual email address of the mailbox you have been granted access to.