## Instructions

### Section 1

**Summary:**
Please follow these instructions to access a shared (generic) email account.

**Prerequisites:**
- You need to be able to access your SLU email:
  - See [https://goo.gl/dpEqyi](https://goo.gl/dpEqyi) for a quick guide on how to access your SLU Office 365 email.
- Internet Connection
- Permissions to access the generic account.

**Steps to log in to a Generic email account:**
- Log in to your own SLU email (Outlook Web App)
- Click on your Name (top right corner) → Step 1
- Click ‘Open another mailbox…’ → Step 2
- Start typing in the email address of the shared account → Step 3
  - If you do not see the email address in the dropdown list, you need to perform the extra steps detailed in Section 2.
- Click on the email address of the shared account
- Click Open → Step 4
  - The shared account will open in a new tab.

### Section 2 – Extra Steps

Only do this if you do not see your generic email address in the dropdown list in Step 3:
- Click on New and compose a new email → Step 0a
- Type the email address of the shared account in the ‘To’ field and hit Enter → Step 0b
  - DO NOT pick from dropdown menu at this point!
- Move on to Step 1

For further questions and training, please refer to: [https://www.slu.edu/office365](https://www.slu.edu/office365)

Or contact ITS Madrid at support-madrid@slu.edu