## How to “Send As” from a Generic Account

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This document provides instructions on how to send messages as a generic account in an email system. The instructions are divided into separate sections for different platforms or systems, but the general process involves setting up a forward or alias for the specific email address you wish to send as. For detailed steps, you may need to refer to the specific email client’s help documentation or contact IT Services for assistance.
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**Full Summary**

The following details the steps taken to edit the “From” field so as to send mail from a generic account. This process is longer the first time you send from a specific generic account, but subsequent occurrences will be shorter as the generic account will be added to the ‘From’ dropdown list.

**First time setup Step - by - Steps**

1. **Compose a new message**, F1
2. **Click the three dots (more actions)** in the top of the new message window
3. **Select “Show from” from the dropdown menu**, F2
4. **Left click on the Email address in the “From field”**
5. **Select “remove” F3**
6. **Type in the address of the generic account** that you wish to send as.
   a. Type the full address of the account until it displays in the dropdown list, at which you can select the address when it appears, F4
7. **Compose your message and click send**, F5

After successfully sending from an address, you will be able to select that address from the “From” drop-down anytime you wish to send from the address in the future without typing it in. Repeat Steps 1-2, then select the address from the From line dropdown, as shown below.

**For additional help, please call 314-977-4000 to speak with the IT Helpdesk.**
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