Configuring Outlook to send mail via your Exchange mailbox using an alternative email address

This document is based on Exchange mailboxes and using Outlook 2007. The principles outlined are equally valid with other versions of Outlook, Outlook Express, Entourage, Thunderbird, Mac Mail etc.

Your Exchange mailbox details are maintained in an Outlook Profile and only one Exchange mailbox can be included. If you wish to send emails from a different email address using Outlook, you must create additional "Send only" email accounts as explained below.

The basic principle is that our SMTP servers require authentication and, as long as you authenticate using a valid user account and password, you can create a POP3 "Send only" account within your Outlook Profile. You can use any valid email address (e.g. mailbox, alias or distribution list) that is created as an inbound email address on one of your domains that is hosted by us. The email addresses will have to be Please contact us to ensure that these email addresses are set up with the correct permissions.

We will illustrate with an example in which you have an Exchange mailbox with an address of <u>joe.user@appsservers.net</u>. When you do this for yourself, you will use your own Exchange mailbox address and password wherever you see joe.user below. We will assume that you have already configured your email client (i.e. Outlook 2007) to connect to the joe.user mailbox using the correct process as explained in our other documentation.

This Exchange mailbox also receives email for <u>bob.user@appsservers.net</u>, i.e. this address is an inbound alias address for <u>joe.user@appsservers.net</u>, so mail for bob.user is also retrieved to your PC/MAC along with mail for joe.user.

You must configure your email client to receive mail for both addresses only once without removing any from the server and also to choose which address to use to reply or send new messages.

Mail «	Inbox		tast 3	To-Do Bar	»
Favorite Folders 🔗	Search All Mail Items	* • م	Joe User	4 April 2008 May	2008) TESS
Unread Mail	Arranged By: Date	Newest on top	Sent: Mon 18/06/2007 10:43 To: Joe User	H 31 1 2 3 4 5 6 H H 7 8 9 10 11 12 13 H 5 6 7	1 2 3 4 8 9 10 11
Mail Folders 🔗	Joe User	18/06/2007		14 15 16 17 18 19 20 20 12 15 14 17 21 22 23 24 25 26 27 20 19 20 21 28 28 29 30 22 26 27 28	22 23 24 25 29 30 31
Mailbox - Joe User Deleted Items (1) Darist S 3 Inbox (17) Jonartine Quarantine RSS Feeds Sereds Sent Items test (2) Jo Search Folders	 Joe User test 3 Joe User test 2 Joe User test 2 doe User test 2 doe User test 2 doe User 	18/66/2007	nove an account. You can select an account and change its settings. 5Feeds SharePoint Lists Triternet Calendars Published Calendars Address Books The Change Set as Default: X Remove Type Type Exchange (send from this account by default) debars neur e-mail messages to the following location:	No upcoming appointment	5 6 7 8 8
	Joe User test 1 Joe User	Mai in da	Ilbox - Joe User\Inbox ata file C:[Documents and Settings]bwiggins]\Outlook\outlook1.ost		
Mail Calendar	test 1 Joe User test 1 Joe User test 1 Joe User test 1	18/06/2007		ranged By: Due Date To: ype a new task Today A high priority task that needed doing a moi	day on top 🔺

Start here by clicking Tools > Account Settings.

Click New.

Add New E-mail Account	
Choose E-mail Service	×
Microsoft Exchange, POP3, IMAP, or HTTP	
Connect to an e-mail account at your Internet service provider (ISP) or you organization's Microsoft Exchange server.	r
🔿 Other	
Connect to a server type shown below.	
Outlook Mobile Service (Text Messaging) Zimbra Collaboration Server	
< Back	Next > Cancel

Ensure Microsoft Exchange, POP3, IMAP or HTTP is selected and Click Next >.

Your Name: Example: Barbara Sankovic E-mail Address: Example: barbara@contoso.com Password: Example: barbara@contoso.com Retype Password: Type the password your Internet service provider has given you. Manually configure server settings or additional server types	Auto Account Setu		米
Example: Barbara Sankovic E-mail Address: Example: barbara@contoso.com Password: Retype Password Type the password your Internet service provider has given you. Manually configure server settings or additional server types	Your Name:		- 1
Password: Retype Password: Type the password your Internet service provider has given you. Manually configure server settings or additional server types	E-mail Address: [Example: Barbara Sankovic Example: barbara@contoso.com	
Type the password your Internet service provider has given you.	Password: [Retype Password: [
Manually configure server settings or additional server types		Type the password your Internet service provider has given you.	
Manually configure server settings or additional server types			
	Manually configure s	erver settings or additional server types	

Click" Manually configure server settings or additional server types" and click Next >.

d New E-mail Account	
Choose E-mail Service	怸
③ Internet E-mail	
Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.	
O Microsoft Exchange	
Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voic	e mail.
Other	
Connect to a server type shown below.	
Outlook Mobile Service (Text Messaging) Zimbra Collaboration Server	
< Back Next >	Cancel

Ensure Internet E-mail is selected and Click Next >.

Add New E-mail Account		◊ 킢×
Internet E-mail Settings Each of these settings ar	e required to get your e-mail accour	nt working.
User Information		Test Account Settings
Your Name:	Bob User	After filling out the information on this screen, we
E-mail Address:	bob.user@appsservers.net	button below. (Requires network connection)
Server Information		Test Assume California
Account Type:	POP3	Lest Account Settings
Incoming mail server:	exchange.appsservers.net	
Outgoing mail server (SMTP):	exchange.appsservers.net	
Logon Information		
<u>U</u> ser Name:	joe.user	
Password:	*******	
	Remember password	
Reguire logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

Enter Bob User as the name and <u>bob.user@appsservers.net</u> as the e-mail address.

Ensure Account type is set to POP3, add the correct server names for incoming and outgoing are both exchange.appsservers.net.

In Logon Information, enter your actual username, i.e. joe.user, as it is this account that you must use to authenticate the email. Enter the password for this mailbox and tick remember password.

Click More Settings ...

Internet E-mail Settings	�� IJ ×
General Outgoing Server Connection Advanced	
W outgoing server (SMTP) requires authentication	
O Use same settings as my incoming mail server	
Log on using	
User Name: joe.user	
Password: *******	
Remember password	
Reguire Secure Password Authentication (SPA)	
C Log on to incoming mail server before sending mail	
ОК	Cancel

On the Outgoing Server tab select "My outgoing (SMTP) server requires authentication, select Log on using and again enter your username, joe.user, and the password.

On the Advanced tab select the following:

Incoming server (POP3) port
 This server requires an encrypted connection (SSL)
 Outgoing server (SMTP) port
 Use the following type of encrypted connection:
 Auto

Internet E-mail Settings

 Internet E-mail Settings

 General Outgoing Server Connection

General Outgoing Server Connection Advanced				
Server Port Numbers				
Incoming server (POP3): 995 Use Defaults				
This server requires an encrypted connection (SSL)				
Outgoing server (SMTP): 587				
Use the following type of engrypted connection: Auto				
Server Timeouts				
Short Cong 1 minute				
Delivery				
Leave a copy of messages on the server				
<u>Remove from server after</u> <u>10</u> <u>10</u> <u>days</u>				
Kellove non server when deleted non-peleted trens				
OK Cancel				

Click OK, Click Next >, Click Finish.

Account Settings) 퀸 ×			
E-mail Accounts You can add or remove an account. You can select an account and change its settings.				
E-mail Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books Sig New New Repair Change Set as Default Remove Image: Change				
Name Type				
Microsoft Exchange Exchange (send from this account by default)				
bob.user@appsserveres.net POP/SMTP				
Selected e-mail account delivers new e-mail messages to the following location: Change Eolder Personal Folders \Inbox in data file C: \Personal Folders.pst				
	lose			

Half way there, click Close.

<u>File Edit View Go</u>	Too	Is Actions Help	-		-	
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Mail	Instant Search			This <u>F</u> older (Microsoft Exchange) Shift+F9		
Favorite Folders	00	Address <u>B</u> ook Ctrl+Shift+B		<u>S</u> end All		
Inbox (17)	Organize Organize			1 "All Accounts" Group		
Unread Mail		Rules and Alerts		2 "Microsoft Exchange" Only	•	
Mail Folders		Out of Office Assistant	0	3 "Fred.Flintstone@example.simplyms.com" Only ▶		
All Mail Items		Mailbo <u>x</u> Cleanup		Download Address <u>B</u> ook	1	
Mailbox - loe User	0	 Empty "Deleted Items" Folder Recover Deleted Items 		Free/Busy Information	L .	
Deleted Items (1)	Ð			Download <u>H</u> eaders in This Folder	1	
Drafts [3]	Eorms <u>M</u> acro <u>Account Settings</u> Tru <u>s</u> t Center <u>C</u> ustomize <u>O</u> ptions E-mail Scan Propertjes	· 01	Mark to Download Message(s) Ctrl+Alt+M	1		
Junk E-mail [4]		Macro	Low Selected Headers Ctrl+Alt+U Low All Headers Process All Marked Headers Process Marked Headers in This Folder	Unmark Selected Headers Ctrl+Alt+U Unmar <u>k</u> All Headers	L .	
Outbox		Account Settings			L .	
a quarantine SS Feeds a Sent Items a test (2) ⊕ Search Folders		Tru <u>s</u> t Center <u>C</u> ustomize <u>O</u> ptions		Process All Marked Headers	1	
				L .		
				Send/Receive Settings		Define Send/Receive Groups Ctrl+Alt+S
		E-mail Scan Proper <u>t</u> ies	Dial-Un Connection		Dicable Scheduled Send/Receive	
		Sc <u>a</u> n for Threats			Chow Progress	
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Click Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups.

Group Name All Accounts	Send/F Online	and Offline New Edit	
Setting for group "All Include t Schedule Perform When Outlook is Include t Schedule	Send/Receive Sel	ttings - All Accounts Include the selected account in this gr Account Options Select the options you want for the select Send mail items Receive mail items Folder Options Select folders from the selected account t	oup Account Properties ted account Make folder home pages available offline Synchronize forms Download offline address book Address Book Settings to include in send/receive
		Mailbox - Joe User Mailbox - Joe User Calendar Contacts Deleted Items (1) Drafts [3] Drafts [3] Drafts [3] Durnal Journal Durnal Motes Quarantine RSS Feeds	 Download headers only Download complete item including attachments Download only headers for items larger than 50 C

Select All Accounts, click Edit, then click bob.user at the left.

A Send/Rece folders. You during a sen Group Name	eive group contains a can specify the tasks d/receive. Send/i s Online	collection of Outlook accounts and that will be performed on the group Receive when	
	Send/Receive Se	ttings - All Accounts	? 🛛
Setting for group "All Include to Schedule Perform When Outlook is	Accounts Microsoft Exch	 Include the selected account in this group Account Options Select the options you want for the selected a Send mail items Receive mail items 	Account Properties
Include t		Folder Options	1 h h m
2 Schedule		Mailbox - Joe User	 Download headers only Download complete item including attachments Download only headers for items larger than 50 KB

Remove the tick from the Receive mail items option, click OK, click Close. We remove the tick because bob.user is an alias for joe.user and so emails for bob.user will already be retrieved by joe.user.

Click Tools > Options > Mail Format > Signatures and create a signature for the bob.user account by clicking on New. You can also set one for your main Exchange mailbox user account.

Options	······································	2 X search address books V 🕢 🔞 🥵 😴
Preferences Mail Setu	ID Mail Format Spelling Other Delegates	То
Message format		
Choose a fo	rmat for outgoing mail and change advanced settings.	10:43
Compose in	this message format: HTML	
	Internet Format	15
HTML format		
Reduce t	he file size of the message by removing formatting informa	ition
Rely on (255 for font formatting	
Save sma	art tags in e-mail	
Stationery and Fonts -		
Use statione	ry to change your default font and style, change colors, a	ind ind
AC add backgro	unds to your messages.	
	Stationery and Pont	S
Signatures		
	edit signatures for outgoing messages, replies and forward	15,
Editor options	anaturos and Stationery	
	gnatures and stationery	
	E-mail Signature Personal Stationery	
	Select signature to edit	Choose default signature
	bob.user	E-mail account: Microsoft Exchange
I loe lise	Joe. User	New messages: Joe, User
test 2		Replies/forwards: Joe.User
🖂 Joe Use		
test 1	Delete New Save I	Rename
test 1	Edi <u>t</u> signature	
🖂 Joe Use	Calibri (Body) 🛛 11 🔽 B I <u>U</u> A	Automatic 🕑 🗐 🖉 🗐 💽 Business Card 🛛 📓 🧕
test 1		
Joe Use		
	mailto:bob.user@appsservers.net	
test 1		
🖂 Joe Use		
test 1		
		~
	L	
		OK Cancel

When you have created all the signatures you need, click OK a few times until you return to the main Outlook form.

On the home stretch now, only one more configuration step to go.

You may wish to segregate incoming mail for the second email address. To do this, you must create a subfolder under your main Mailbox.

Right click Mailbox – Joe User and select New folder, give it a name (e.g. Bob's Mail), set it to contain Mail and Post items and place it in Mailbox – Joe User, click OK.

Click Tools > click Rules and Alerts then click on New Rule.

You must create a new rule that will automatically put mail received that is addressed to <u>bob.user@appsservers.net</u> into the new folder you have created. When you save the rule it should look like the example below. Click OK to return to the main Outlook form.

Aail «	
avorite Folders	Rules and Alerts
Ginbox (17) Unread Mail Sent Items	E-mail Rules Manage Alerts
fail Folders	Rule (applied in the order shown)
All Mail Items	Dede description (ritid on underlined when the edit)
	Apply this rule after the message arrives sent to <u>bob.user@appsservers.net</u> move it to the <u>Bob's Mail</u> folder

Now you are ready to compose a new email. In the compose email form, you will see a new "Account" button in the header. Click this button to choose which account you use to send the email. The signature will change automatically.

Message Insert Options Fo	Message Insert Options Format Text	
Paste J Clipboard 5 Basic Text	Paste J A A B I I I Basic Text I I	A
This message will be sent via Microsoft Exchange. To Send Cc	This message will be sent via Fred.Flintstone@example.simplyms.c	or
Account - Subject: <u>1</u> Microsoft Exchange <u>2</u> bob.user@appsservers.net	1 Microsoft Exchange 2 bob.user@appsservers.net	
Joe User's signature mailto:joe.user@appsservers.net	Bob User's signature mailto:bob.user@appsservers.net	