

# HOW TO: Send Mail from a Departmental Mailbox in Outlook

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**To send mail from a departmental mailbox in Outlook, please follow the steps below:**

**NOTE:** The instructions in this document do not apply to versions of Outlook for Mac OS.

In Outlook, it is possible for you to change the "From:" field of an email message you wish to send, hiding your name and making it appear as if your departmental mailbox is sending the message. To do so, you must first have Send As permissions enabled for your department. If these permissions are not enabled, Send As permissions can only be given to departmental mailboxes.

1. From the **File** menu, select **New**, then **Mail Message**.
2. When the new message window opens, from the **View** menu, select **From Field**. If you have Word selected as your editor, click the **Options...** button and select **From**.
3. In the new message window, in the **From...** field, enter the name of your department. Then compose and send your message as you would normally. Once you have added the From: field to a message, it will appear in each new message you create.  
To **disable** the "From:" field, simply repeat the steps above and **deselect** From Field or From.

**NOTE:** The sent message will be stored in your Sent Items folder, not in the departmental Sent Items folder. To move the sent message to your department's Sent Items folder, first open your department's mailbox in your folder list, then drag the sent message from your Sent Items folder and drop it in your department's Sent Items folder. You may also set up a rule in Outlook to automatically move sent messages from your Sent Items folder to your department's Sent Items folder.

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