

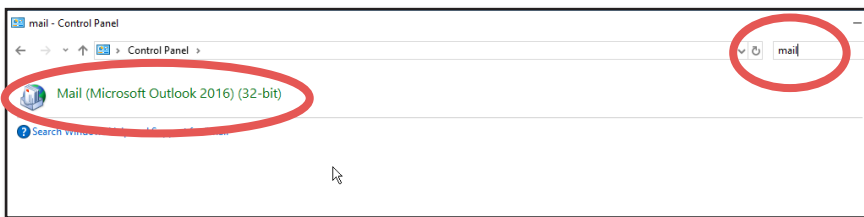
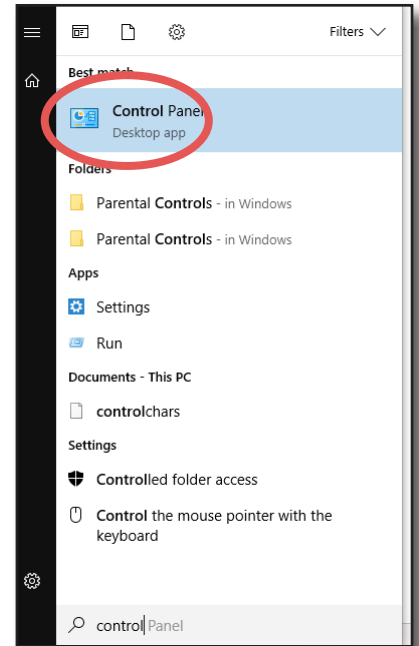
Mail merging from a shared mailbox

Setting Outlook profile

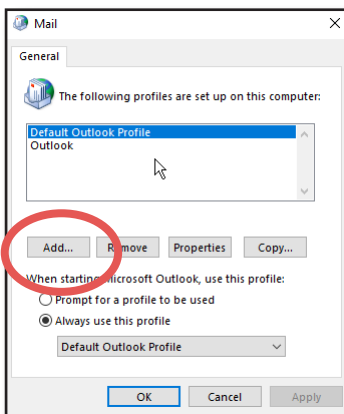
Word mail merge uses the default Outlook profile. To mail merge from a shared mailbox you will have to make that account the default Outlook profile. This is set in Outlook on a machine by machine basis. You may set up different Outlook profiles to switch between.



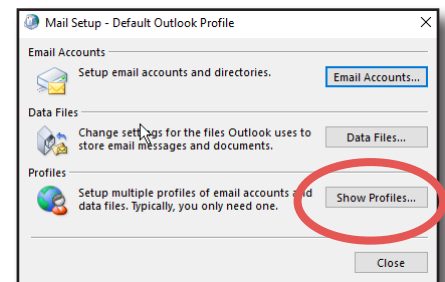
Click on the start menu and type **Control** then click on **Control panel**



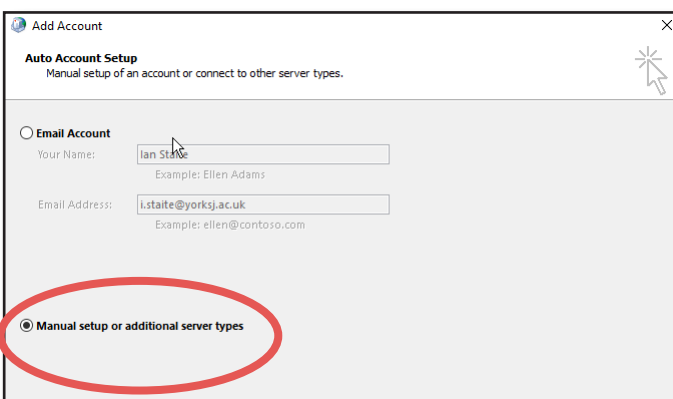
Search for **mail** and click on **Mail (Microsoft Outlook 2016)**



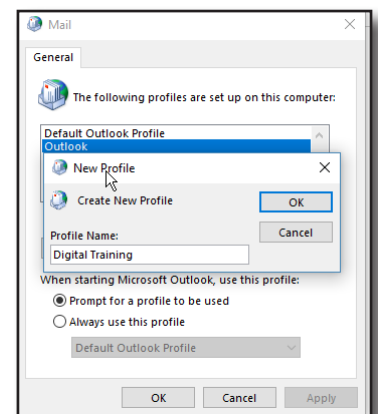
Click on **Show Profiles**



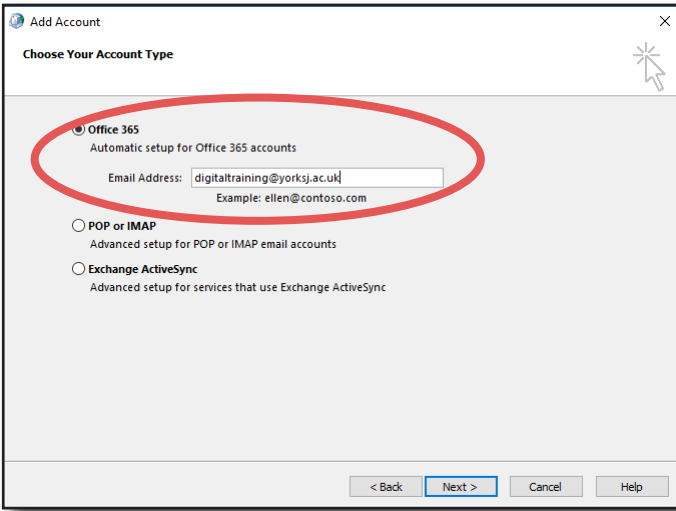
Click **Add...**



Name the profile after the shared box and **OK**

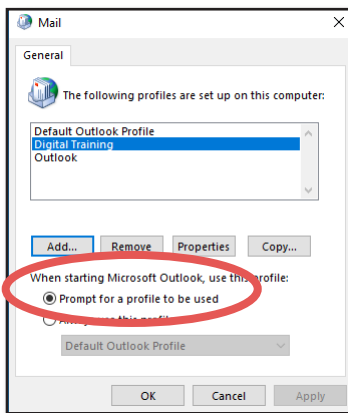
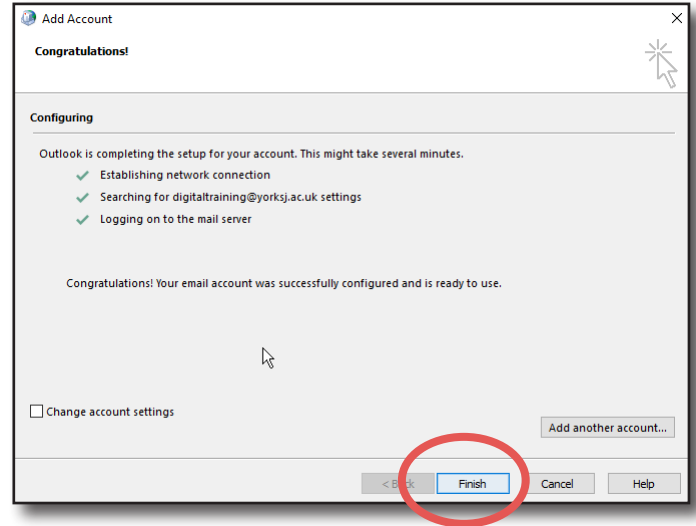


Choose **manual setup**



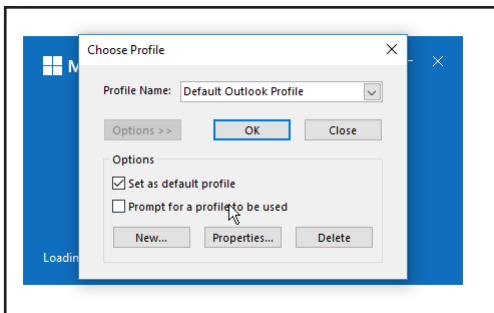
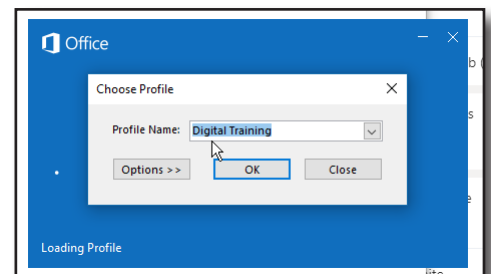
Enter the shared mailbox **email address** under Office 365 category and **next**

Click **Finish**



Set Outlook to **prompt for a profile to be used**.

Run Outlook and Choose your shared mailbox
Any mail merges will be sent from the shared box.



To return Outlook to "normal", close Outlook, re-run Outlook and select **Default Outlook Profile**.

To avoid being asked every time, click on **Options** and tick **Set as default profile**

The profile can remain on the machine.

To be asked which profile to used go back into the **mail control panel** and **profiles** as above then set the option for **Prompt for a profile to be used**

