Overview

If you had access to department / scheduling accounts in GroupWise, you can access those accounts in Office 365. Please use the following steps to view department / scheduling accounts in your Office 365 e-mail using outlook for Windows.

Requirements

- An Office 365 account
- Access rights to a Department / Scheduling account
- The exact name of the Department / Scheduling account you wish to access

  NOTE: If you do not know the exact name of the Department / Scheduling account, please follow the steps to identify the exact name of an account.

- Outlook configured with Office 365

Steps to Access a Department / Scheduling Account in Office 365

1. Open Outlook

   NOTE: You must have your Outlook client configured to access your Office 365 e-mail account. If you have not done so, please refer to our How To, Configuring Outlook for Windows.

2. In the Outlook window:
   A. Click the File tab.
   B. Select “Info”.
   C. Click “Account Settings”.
   D. Select “Account Settings...”.

![Figure 1: The File tab and "Info" option in Outlook.](image)
3. Click “Change...” in the Account Settings dialog box.

![Click "Change"](image)

Figure 2: Click “Change...” in the Account Settings dialog box.

4. Click the “More Settings...” button in the Change Account dialog box.

![Click the "More Settings..." button](image)

Figure 3: The Change Account dialog box.

5. Click the Advanced tab and click the “Add...” button in the Microsoft Exchange dialog box.

![Click the Advanced tab and "Add..." button](image)

Figure 4: The Microsoft Exchange dialog box.
6. Enter the exact name of the Department / Scheduling account you wish to access in the Add Mailbox dialog box.

   **NOTE:** If you do not know the exact name of the Department / Scheduling account, please follow the steps to identify the exact name of an account.

7. Click “Apply” and then click “OK” in the Microsoft Exchange dialog box.
8. Click the red “X” in the upper right corner of the Change Account dialog box.
9. Click “Close” in the Account Settings dialog box.
10. Click the arrow next to the name of your Department / Scheduling account in the left pane of your Outlook client.

![Image of an Outlook client with a Department / Scheduling account highlighted.]

   **Figure 5:** Your Department / Scheduling account in the left pane of the Outlook client.

### Accessing your Department / Scheduling account’s calendar

1. Click “Calendar” at the bottom of the left pane in the Outlook client.
2. Select the appropriate calendar.

   **NOTE:** If you attempted to go through this procedure before and ended up with an empty folder, remove it from the view and go through the procedure again starting at step 2.
Steps to Identify the Exact Name of a Department / Scheduling Account

1. Click “Address Book” under the Home tab of the ribbon navigation in Outlook.

![Home tab in Microsoft Outlook.](image)

2. In the Select Name List dialog box:
   A. Select “More columns”.
   B. Select “Global Address List in the “Address Book” droplist.
   C. Enter your search terms in the “Search” field.
   "NOTE: If you do not know the exact name, you may search partial names."
   D. Click the “Go” button.

![Select “More columns” and search for the account name.](image)

3. Identify the Department / Scheduling account in the search results and write it down.
   "NOTE: The icons next to the account names identify accounts and groups. An account is represented by 1 person in red , and a group is represented by 2 people in blue and green . You must choose an account ."

4. Click the red “X” in the upper right corner of the Address Book dialog box.