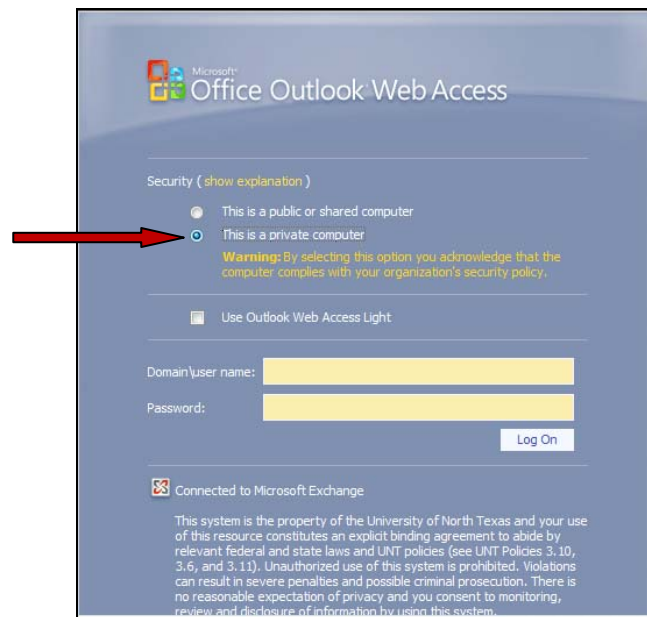# Departmental (Service) Account Set Up

Exchange does not offer an exact equivalent to GroupWise proxy. Listed below are different methods of accessing your departmental or service account. All require that each person accessing the account have the password. This password will be given to the account "owner" and distributed from them. Owners need to contact the IRT Accounts Administrator for this password (and for any password changes).

Simplest (Recommended) Departmental Account Access:

Use Outlook Web Access (OWA) at http://webmail.unt.edu. When logging in, choose "*This is a private computer*". This will allow you to stay connected throughout the day. Choosing "*This is a public or shared computer*" means that the page will time out after 15 minutes of inactivity. Be sure to use unthsc\accountid as the user name.

IMAP through Outlook 2007

*Configuring IMAP in Outlook 2007 will allow you to see both your personal email and the departmental email all in one location, access all the folders in the account, and to send and receive as the departmental account. It will **NOT** allow access to calendars and contacts of the departmental account (outside the system contacts).*

Note: Each person needing access to the account will need to configure IMAP on their personal computer. The password is required for this set up.

1. In Outlook 2007, go to Tools > Account Settings.
2. Click New on the Email tab.
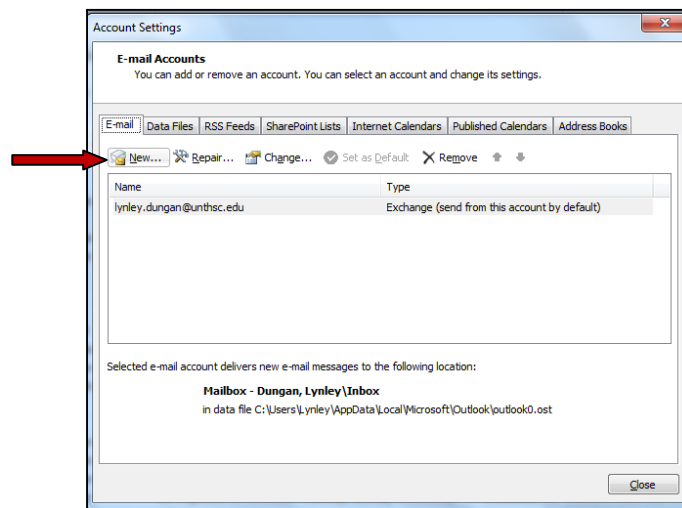
3. Choose Microsoft Exchange, POP3, IMAP or HTTP and click Next.
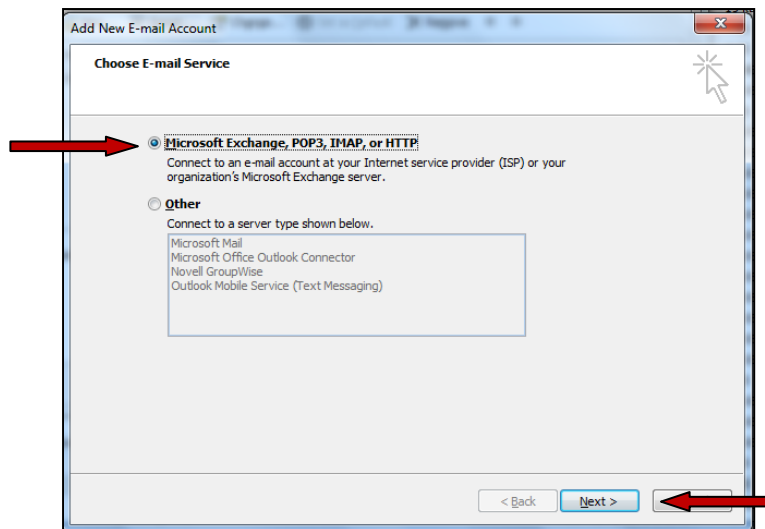
4. Check the box labeled Manually configure server settings or additional server types and click Next.

5. Choose Internet E-mail and click Next.

6. Drop down the Account Type list and choose **IMAP.** Add the departmental account information for Your Name: and E-mail Address: In the Your Name field, enter the name as you want it to be seen when sending, for instance "UNTHSC Helpdesk".

7. Enter the following Server Information and click **More Settings**.

Account Type: IMAP
Incoming Mail Server: webmail.unt.edu
Outgoing Mail Server (SMTP): mailhost.unt.edu
User name: unthsc\departmentalusername
Password: password given for departmental account

8. On More Settings, click on the Advanced tab. On Incoming server (IMAP): Use the following type of encrypted connection, drop down the list and choose SSL. The port number should then read 993. Click OK.
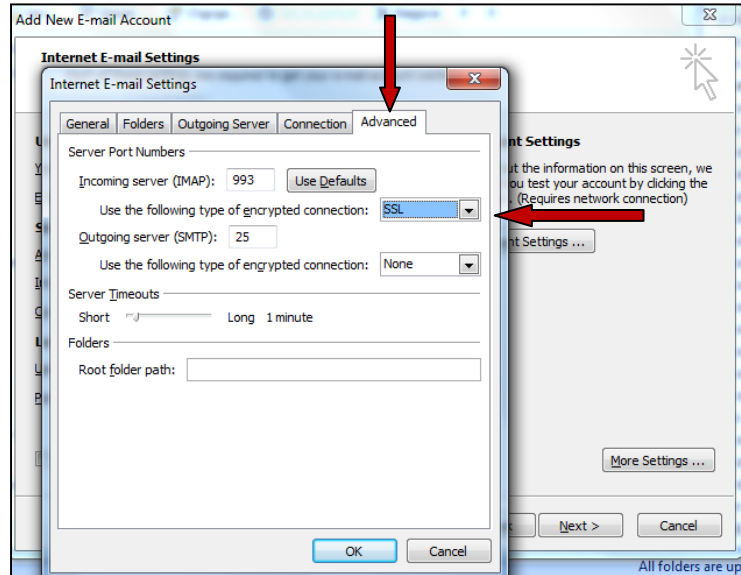
9. Click Test Account Settings, and verify that your settings are correct.
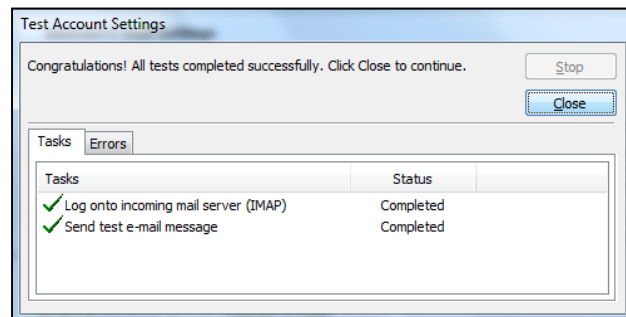
10. Once settings are verified as correct, click Close to continue then Next. Finally, click Finish.
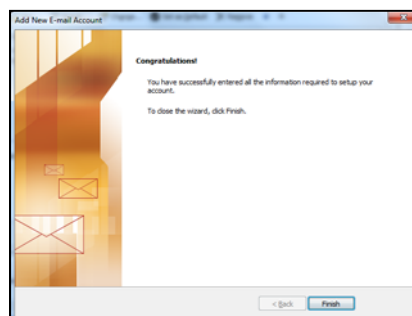
11. You should now see the account listed under the Mail Folders section in Outlook. You can drag folders to your Favorites for easier viewing if preferred.
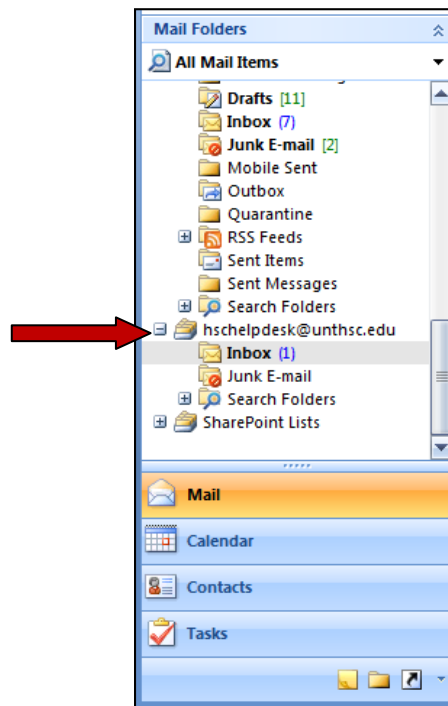
12. Outlook 2007 with IMAP will only mark items for deletion, not actually delete them (safety precaution). You will notice that deleted mail and moved mail will show with a strike through line through them. See below for more information on configuring Outlook purge and strike through settings. *Important Note: If you immediately purge items, the will be immediately removed from the server, and will not be in the Trash.*

When you mark an item on an IMAP e-mail server for deletion, the item is displayed in strikethrough text in the header list. However, the item is not removed from the IMAP mail server until a purge command is used.

NOTE You can change the view of an IMAP folder so that items marked for deletion do not appear. On the **View** menu, point to **Current View**, and then click **Hide Messages Marked for Deletion**. If you are using the Reading Pane, you must turn it back on after using this command. On the **View** menu, point to **Reading Pane**, and then click **Right** or **Bottom**.

CAUTION If you do not purge the deleted items periodically, you might reach and exceed the allotted disk space on your e-mail server. If you exceed your allotted disk space, you might not receive any new messages, or you might incur additional charges from your Internet service provider (ISP).

Manually purge deleted items

To permanently delete the items marked for deletion, do the following:

1. Click a folder in your IMAP e-mail account.

2. On the **Edit** menu, point to **Purge Deleted Messages**.

3. Do one of the following:
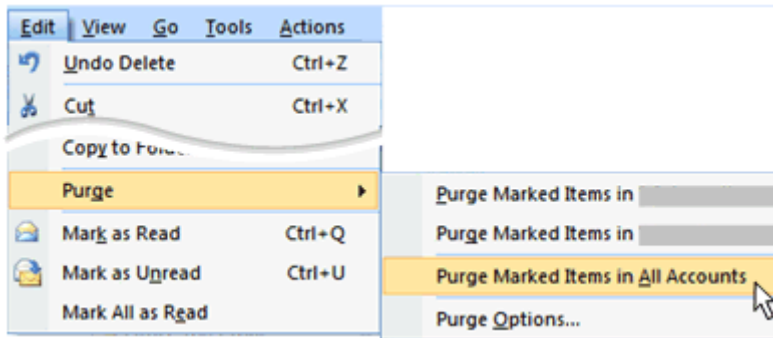
- Click **Purge Marked Items in "*folder*"**.

  Only items marked for deletion in the folder that you are in are purged from the IMAP mail server.

- Click **Purge Marked Items in "*e-mail account*"**.

  All items marked for deletion in any folder for this IMAP e-mail account are purged from the IMAP mail server.

- Click **Purge Marked Items in All Accounts**.

  All items marked for deletion in any folder for any IMAP e-mail account are purged from the IMAP mail server.

NOTE You must be working online with the mail server for this feature to work.

TIP Add the **Purge** command to a toolbar. On the **Tools** menu, click **Customize**. On the **Commands** tab, under **Categories**, click **Edit**. Under **Commands**, drag the **Purge** command to a toolbar.

Automatically purge the deleted items

You can configure Microsoft Office Outlook so that when you switch between folders, any items you have marked for deletion are purged from the IMAP mail server.

1. Click a folder in your IMAP e-mail account.

2. On the **Edit** menu, point to **Purge Deleted Messages**.

3. Click **Purge Options**.

   The **Internet E-mail Settings** dialog box opens.

4. On the **General** tab, under **Purge Options**, select the **Purge items when switching folders while online** check box.

NOTE You must be working online with the mail server for this feature to work.