Mail Merge for Outlook for Mac using a Shared Mailbox

**First you will need to Setup a New Profile for the Shared Mailbox**

Add a new profile:

1. From Finder, open the Applications folder
2. Ctrl+click or right-click Microsoft Outlook, and then click Show Package Contents
3. Open Contents > SharedSupport, and then double-click Outlook Profile Manager
4. Click the Create a new profile button
5. Name the new profile

**Then you want to Change the Default Profile Outlook Uses to the New Shared Mailbox Profile You Made**

Change the default profile:

1. From Finder, open the Applications folder
2. Ctrl+click or right-click Microsoft Outlook, and then click Show Package Contents
3. Open Contents > SharedSupport, and then double-click Outlook Profile Manager
4. Select the profile that you want as default
5. click Set the default profile
6. click Set as Default
7. Restart Outlook for this change to take effect

Once you set the Default Profile to the New One, you should be able to Add the Shared Mailbox as a Standalone Account.

You can try to set it up as Exchange or IMAP for the account type. If you set it up as IMAP you need Incoming and Outgoing (SMTP) server settings:

**IMAP Incoming Mail Server Settings:**
- IMAP Host Name: outlook.office365.com
- IMAP Username: your.wsuemail@wsu.edu\shared.mailbox@wsu.edu
- Password: YOUR PERSONAL EMAIL PASSWORD for your own WSU Email Account

**SMTP Outgoing Mail Server Settings:**
- SMTP Host Name: smtp.wsu.edu
- SMTP Username: Your Network ID (i.e. butch.cougar – NOT your full WSU Email)
- SMTP Password: Your Network ID Password

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Once setup

1. Open Outlook to the appropriate profile
2. Put Outlook in Offline Mode
   a. Go to the Send/Receive tab and select the Work Offline button
   b. If you are using Office 2016 for the Mac, go to the Tools tab and toggle the Online/Offline button
3. Open the document you want to send via MailMerge
4. Go to the Mailings tab
5. Click Select Recipients and go to “Use Existing List”
6. Use the dialog box to navigate to and open the data spreadsheet
7. Select the appropriate table in the text dialog box
   a. If necessary, select Edit Recipient List and de-select all unwanted data
8. Select Finish and Merge
9. Go to Send E-Mail Messages
10. In the “Merge to E-mail” dialog box that comes up, verify that the “To:” field and the “Subject line” field show the correct fields. Then verify that the mail format is HTML. Click OK.
11. The emails will then propagate in your Outbox in Outlook
   a. If you want to, you can open them up and manually edit any information in. For example, in the “CC” field you could add additional recipients on an adhoc basis.
12. When you are sure that the emails are correct, turn Outlook back into Online mode and the messages will be sent

When you are totally done, go back and Change the Default Profile back to your original one so your OWN Mailbox comes back up.

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If you have outlook for Windows on your Virtual Machine, here are the instructions for that:

https://confluence.esg.wsu.edu/display/KB/How+to+Use+Mail+Merge+with+a+Shared+Mailbox