

# GSD. Outlook - Send an Email from a different Email Address in Microsoft Outlook

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General Information:

Possible symptoms/errors:

User wants to know how to Send an Email from a different Email Address in Microsoft Outlook

Alternative names of the system:

N/A

**IMPORTANT NOTICE:**

User should have necessary delegation rights/ access to the email account or Send As/ Send on behalf permission on the shared mailbox that they wish to send from.

**Solution:**

If user has multiple accounts in Outlook or there are other shared mailboxes added to their account, Outlook picks the default account as the From address when composing a new email message.

This guide shows, both for the Outlook application and Outlook online, how to change the sender (From address) when user sends a new email.

Outlook application Outlook Web application

A. Outlook Application

Advise user to compose a New Email.

User must select the From drop-down arrow and choose the account that they want to show in the From field. If the email address where they want to send email from is not listed, they must click Other E-mail Address...

Inform user to select the From... button to open address book or they can simply type in the email address of which they want to send emails from.

In the Address Book window, they must search for the email address.

Once the email address has been found and selected, advise user to click on OK.

The email address that they chose as the From address, is now displayed in the From field.

B. Outlook Web Application

Advise user to navigate to Office Portal Online and to select the Outlook icon.

User must click on New message.

Inform them to click the [...] menu button and to select Show From to make From field visible.

Advise user to click on From and to choose which email address they want to use. If they desired email address is not listed in the list of email accounts after clicking on From, they must choose Other email address....

Guide them to type in the email address where they want to send emails from.

Assignment Group:

Ext\_WW\_Collaboration\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

Office Portal Online

<https://portal.office.com/>