



Sending Emails from a Generic Account

Depending on the message being sent, you may not want to use your CMHA-CEI email account when contacting a client. This guide is a reference for sending emails from a generic account, if you have access to one. For the purposes of clarity, this guide will use the generic email address staff use when sending invitations to Zoom meetings (called 'ZoomInvite'), but the instructions work for any generic email address.

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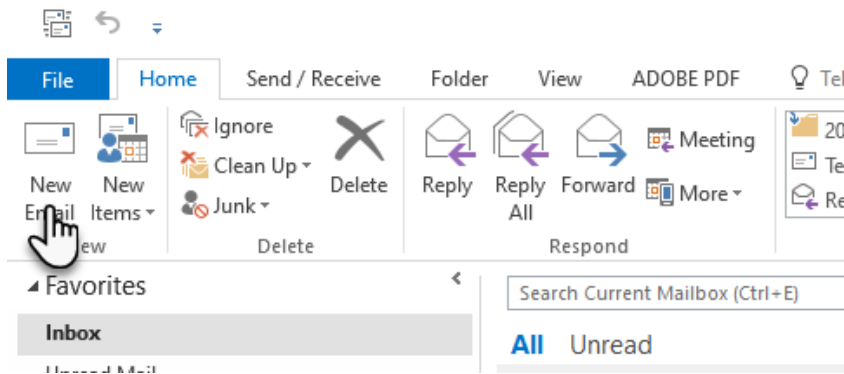
Staff should only send email using a generic account for approved purposes, such as when clinicians send a Zoom invite to a client for a telehealth session. Using the generic account (in this case 'ZoomInvite') allows the invitation to be sent without identifying the clinician's email address. The instructions below are for using the 'ZoomInvite' account; these instructions can be followed for any generic account, substituting the name of the generic account.

Note: The 'ZoomInvite' account is set up to display this verbiage in the signature section of the email:
Please do not respond to this email as replies to this mailbox are not monitored.

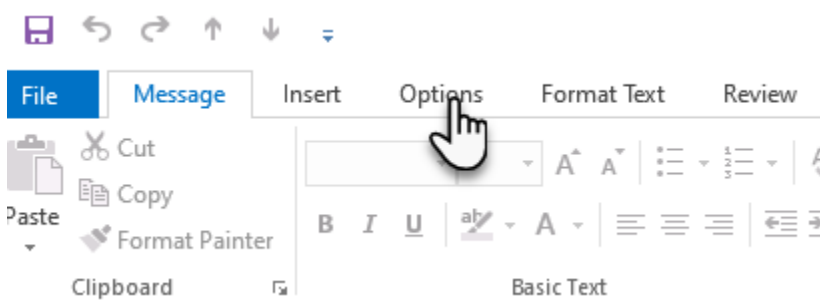
Sending an Email from a Generic Email Account Using Outlook

To send emails from the 'ZoomInvite' Account using Outlook:

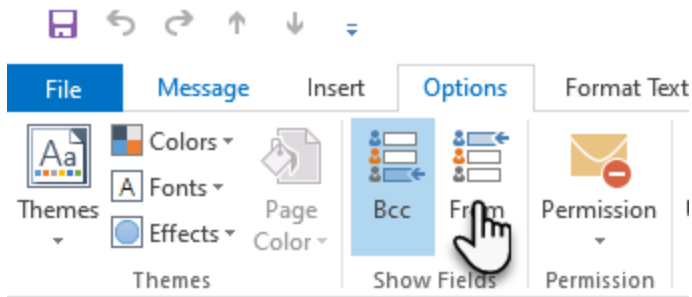
- 1) On the main Outlook window, click the New Email icon.



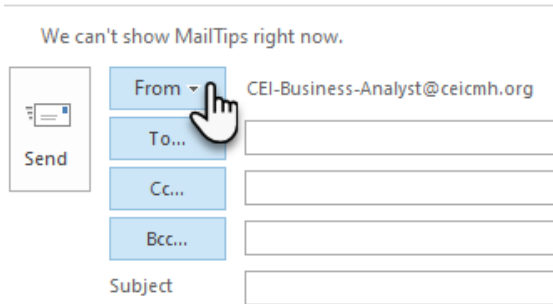
- 2) In the new email window, click the Options to open the Options banner.



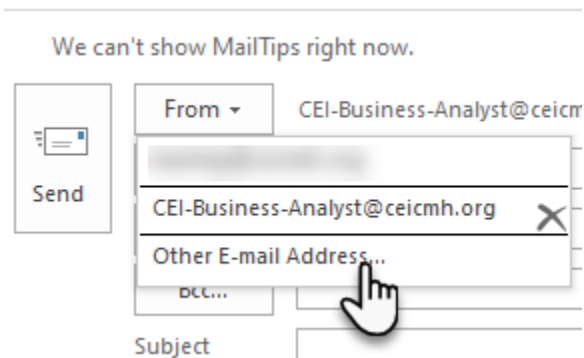
- 3) On the Options banner, click the From icon in the Show Fields section.



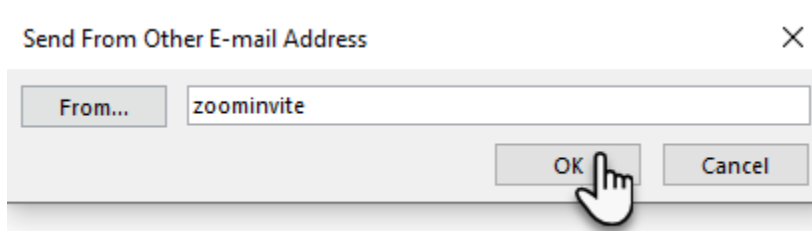
4) Click the new From button that now displays above the To button.



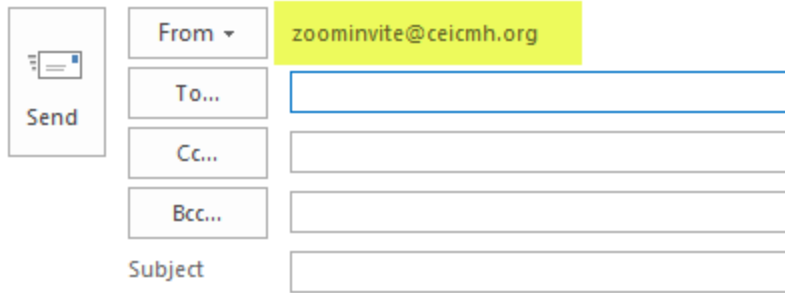
5) If zoominvite@ceicmh.org is available in the dropdown list, click on it. If not, click Other E-mail Address...



6) Type zoominvite (no spaces) in the textbox and click OK.



7) This email will now be sent from zoominvite@ceicmh.org.



Send

From ▾ zoominvite@ceicmh.org

To...

Cc...

Bcc...

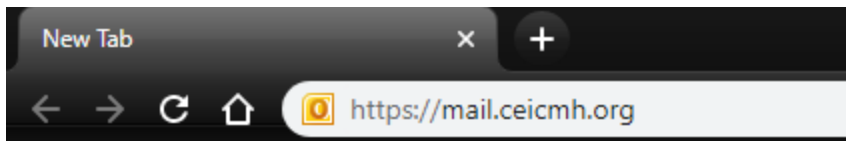
Subject

Once the above steps are completed for the first time and you send an email, zoominvite@ceicmh.org should be available in the From dropdown and you should only need to complete steps 4 & 5 to send from this account in the future.

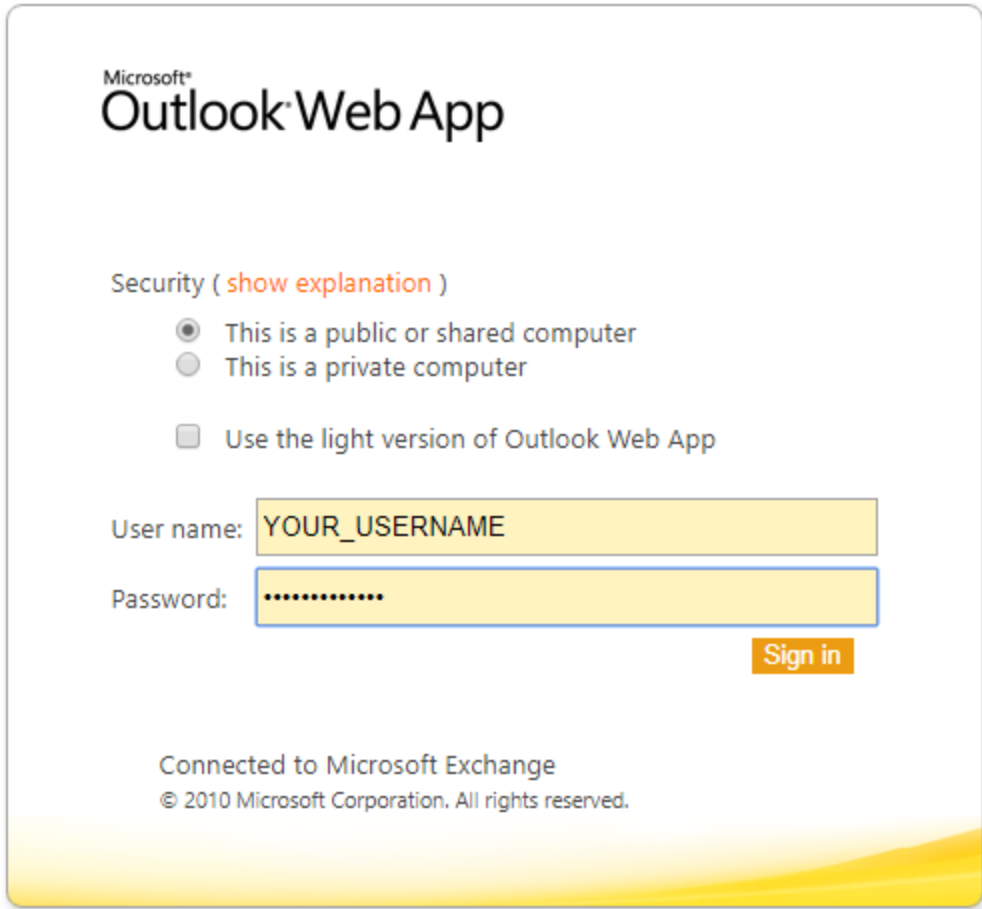
Sending an Email from a Generic Email Account Using Web Mail

To send emails from the 'ZoomInvite' Account using the CMHA-CEI Outlook webmail app:

- 1) Open your web browser
- 2) Navigate to <https://mail.ceicmh.org>



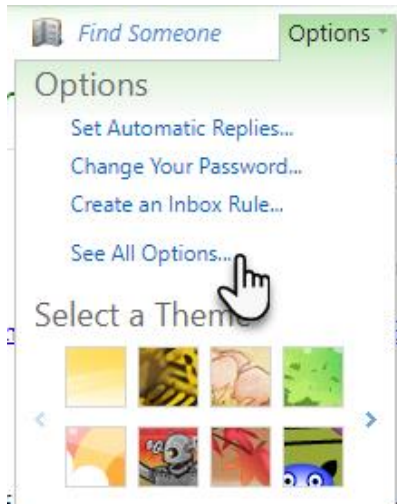
- 3) Log in using your normal desktop credentials



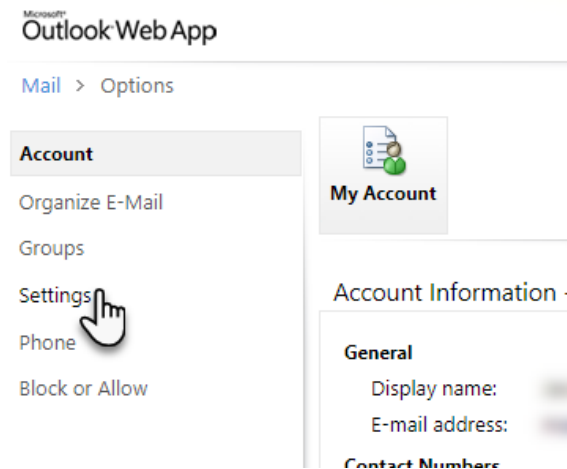
- 4) Click Sign In
- 5) In the top-right corner, under your name, click Options.



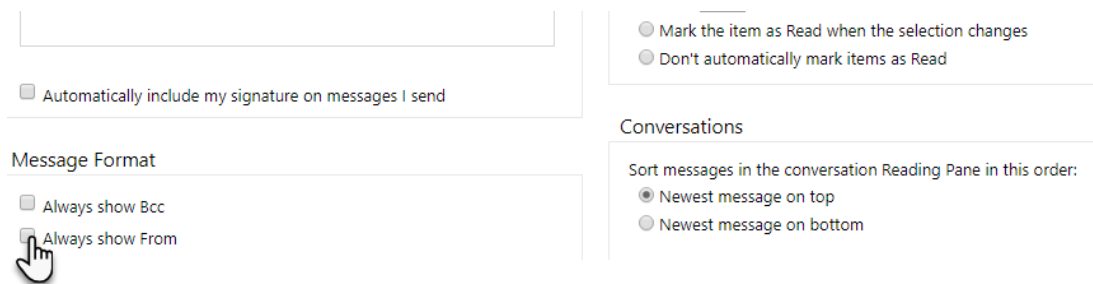
- 6) On the screen that comes up, click See All Options...



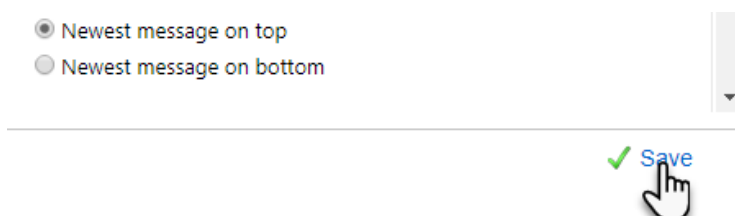
7) On the left-hand pane, click Settings.



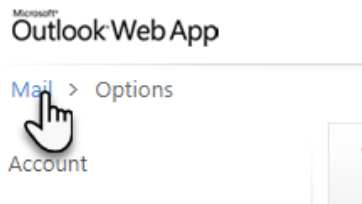
8) Click the checkbox next to Always show From in the Message Format section of the Setting screen.



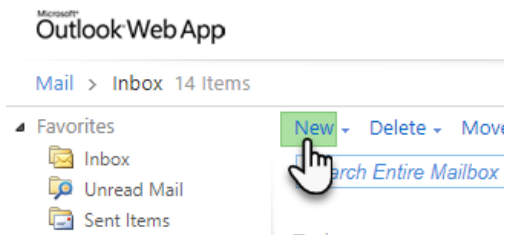
9) Click Save, located in the bottom-right corner.



10) Once the settings save, click the Mail link in the top-left corner to return to your email.



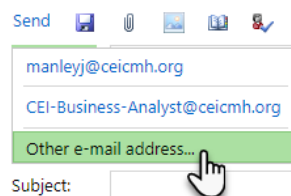
11) On the main Outlook window, click the New link.



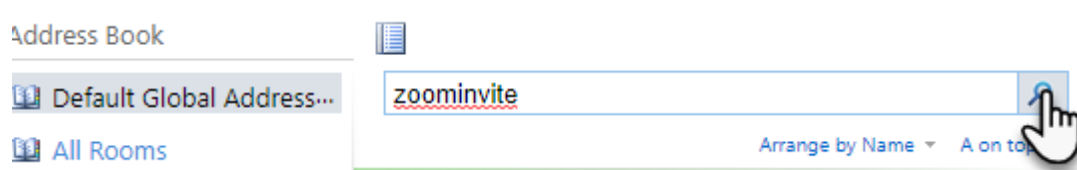
12) Click the From link that now displays above the To field.



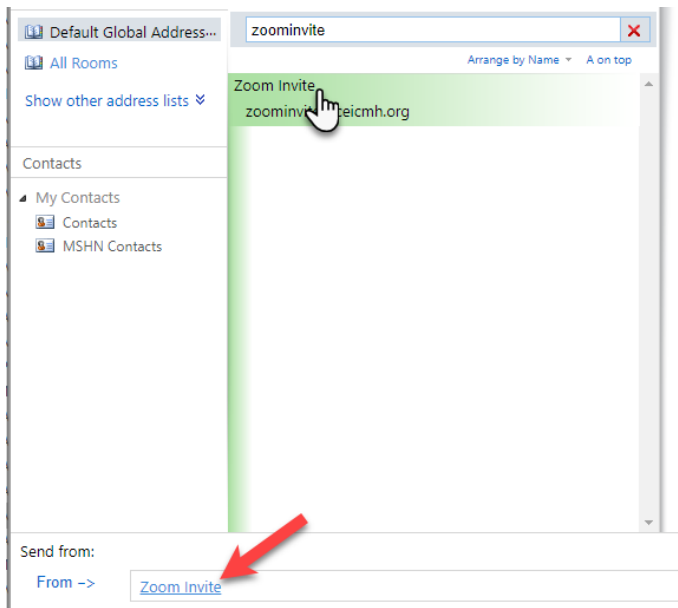
13) If zoominvite@ceicmh.org is available in the dropdown list, click on it. If not, click Other e-mail address...



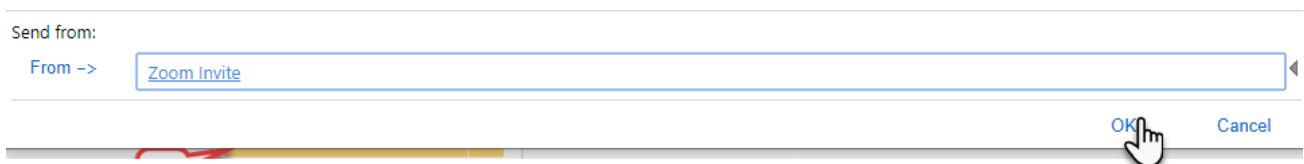
14) In the search textbox, type zoominvite (no spaces) and click the Search button.



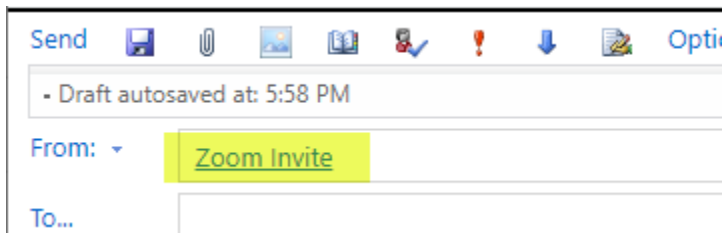
15) **Double click** the Zoom Invite name that appears in the search area and confirm that From → changes to Zoom Invite.



16) Click OK to return to the email window.



17) This email will now be sent from zoominvite@ceicmh.org.



Once the above steps are completed for the first time and you send an email, zoominvite@ceicmh.org should be available in the From dropdown and you should only need to complete steps 12 & 13 to send from this account in the future.

Troubleshooting

If you need assistance, please contact Helpdesk at helpdesk@ceicmh.org, or (517) 346-8215.