

## How to make the Emails you Send from Outlook 2013 appear to Originate from different Email Addresses

If you only use a single email address to send out *all* your business and personal emails then you're lucky that life is so simple, email-wise.

It's quite common to need to make the emails you send appear to originate from different email addresses, depending on the context. For example, you may represent several companies or have different roles within the same company and you want the **From** address of the emails you send to reflect this.

Perhaps you just want your personal emails to originate from an email address that's not your company one. Confusion or embarrassment can be caused if you reply to an email with the wrong **From** address.

If you use signatures on you emails you may also need a different signature to match each **From** address.

Exchange server is pretty good about receiving emails from different accounts: you just add an alias to your account for each email address you want to receive – with a Pushhex Hosted mailbox you can have an unlimited number of aliases.

Exchange is not so good about sending emails and one of your aliases has to be set, by an administrator, as the **From** address for *all* the emails you send.

The inelegant solution recommended by Microsoft is to have a separate mailbox for every alias where your main mailbox has been delegated the permission to send as the address of these extra mailboxes.

We've got a great way to get around this problem in Outlook which, put simply, is to create, in addition to your main Exchange account, a dummy POP3/SMTP account for each alias.

With multiple POP3/SMTP accounts setup, you can quickly select the **From** address you want to use, from a drop-down list, which will then, automatically take the signature assigned to that account.

The emails you send this way will contain the appropriate address in the **From** and **Return-Path** headers.

You should choose your default **From** address as the one you'll send from the most, or the one that will cause least embarrassment if you forget to change the **From** address from its default.

You can email us to request a change to your default **From** email address.

You can setup all the extra POP3/SMTP accounts yourself and choose anything at all as the **From** address without having to consult us.

(There would, however, be no point setting the **From** address to be an address where you can't access the replies.)

A copy of all emails you send from an alias address will appear in your Sent Items folder and be labelled with the account they were sent from.

## 1 - Send One-Off emails with different From addresses using our Webpage

If there's a **From** address you only need to use occasionally, and you don't need to send an attachment, then we have a webpage you can use to send such an email and so avoid having to make any changes to Outlook. Check it out here: <http://websend.pushex.com>

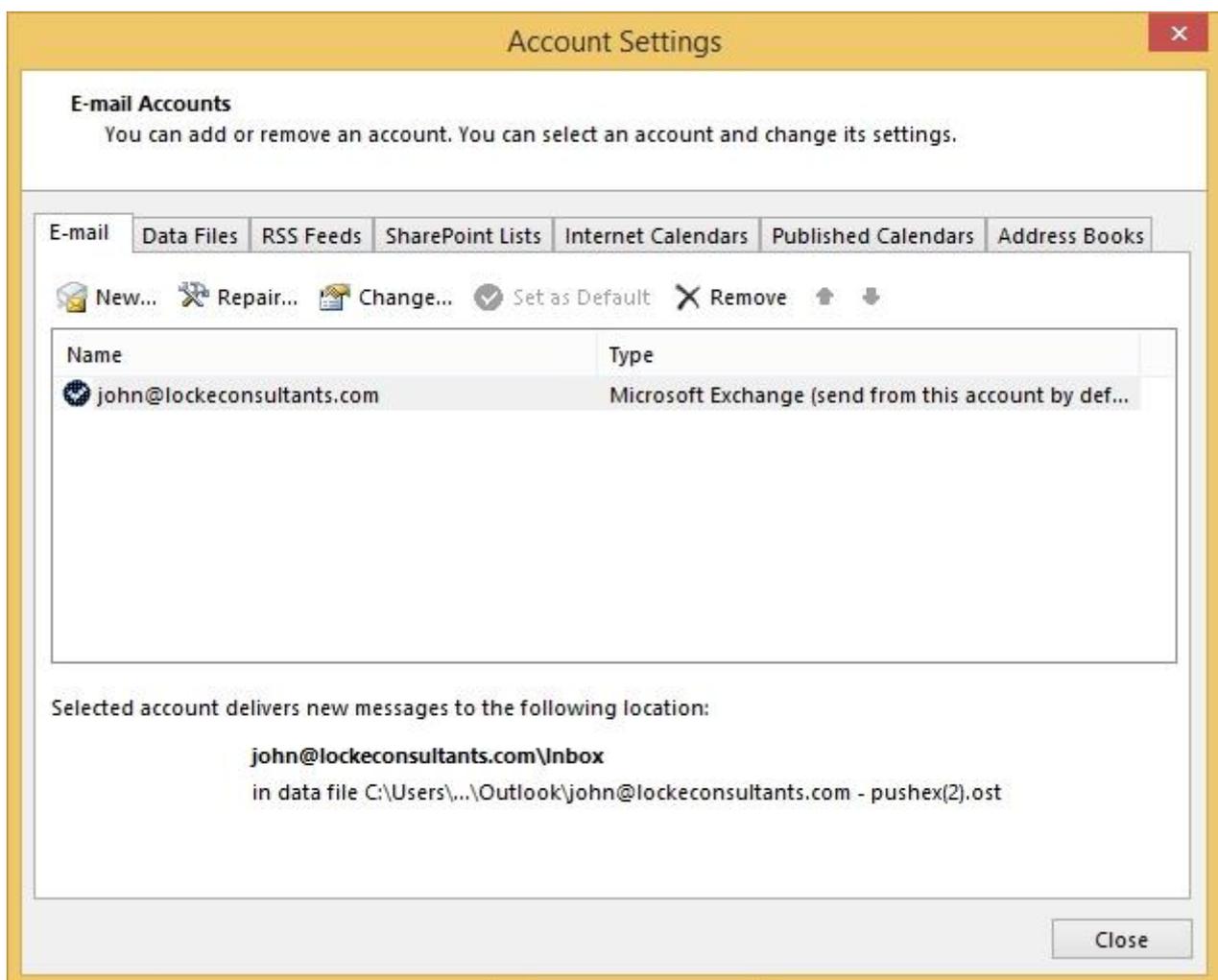
Logon with your Pushex username and password.

Outlook Web Application (OWA) only allows you to send using your default **From** address and so this webpage is your only option to send as a different **From** address if you don't have access to Outlook.

## 2 - Step-by-Step Instructions for Setting Up Different From Addresses

In Outlook, go to:-

**File – Account Settings – Account Settings...**



You can see, above, there is a single Exchange account and the name has been set to the default reply email address of **john@lockeconsultants.com**

On the **E-mail** tab shown above, click: **New...**

Select: **Manual setup or additional server types...** (AutoDiscover doesn't work for POP3 accounts)  
then click: **Next >**

Select: **POP or IMAP** then click: **Next >** which will bring you to the screen shown below:-

**Add Account**

**POP and IMAP Account Settings**  
Enter the mail server settings for your account.

**User Information**  
Your Name: Locke Consultants  
Email Address: info@lockconsultants.com

**Server Information**  
Account Type: POP3  
Incoming mail server: pop3  
Outgoing mail server (SMTP): mail.pushhex.com

**Logon Information**  
User Name: john.locke  
Password: \*\*\*\*\*  
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
Test Account Settings ...  
 Automatically test account settings when Next is clicked  
**Deliver new messages to:**  
 New Outlook Data File  
 Existing Outlook Data File  
Browse  
More Settings ...

< Back   Next >   Cancel

Fill in **Your Name** and **E-mail Address** as you want them to appear in the recipient's Inbox.

This account is only for sending so put a dummy entry in **Incoming mail server**

The **Outgoing mail server (SMTP)** is **mail.pushhex.com**

Supply your Pushhex **User Name** and **Password**

Select: **Remember password** if you wish.

Deselect: **Automatically test account settings when Next is clicked** (ringed in red)

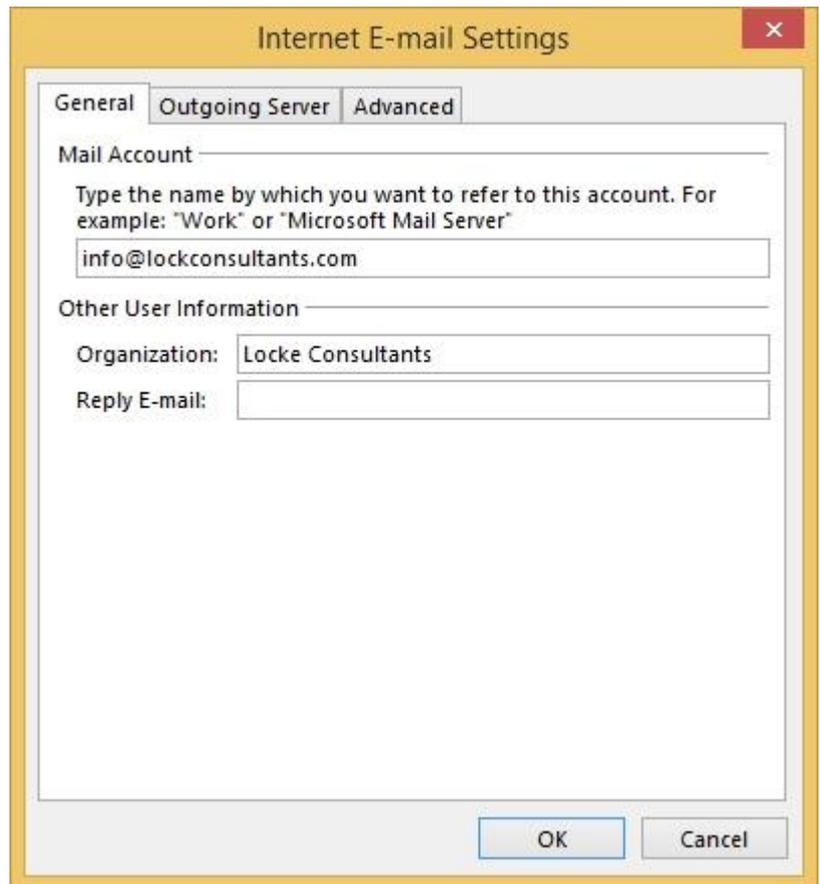
Click: **More Settings...**

## The General Tab

This top box is the name of this account which, by default, is the same as the email address:

**Organization** is optional:

Leave **Reply E-mail** blank unless you want replies to go to a different email address, which we don't recommend.



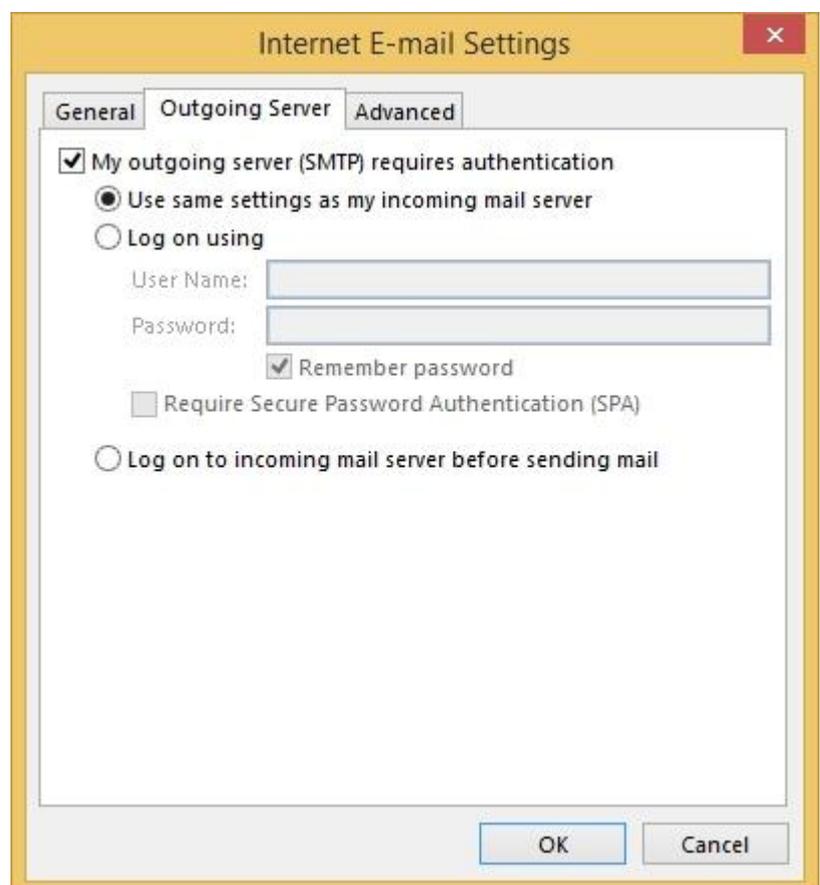
The screenshot shows the 'Internet E-mail Settings' dialog box with the 'General' tab selected. The 'Mail Account' field contains 'info@lockconsultants.com'. The 'Other User Information' section has 'Organization' set to 'Locke Consultants' and 'Reply E-mail' is empty. The 'OK' and 'Cancel' buttons are at the bottom right.

## The Outgoing Server Tab

Select: **My outgoing server (SMTP) requires authentication**

Select: **Use same settings as my incoming mail server**

and the credentials you entered on the General Tab will be used when sending.



The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Outgoing Server' tab selected. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. Under this, the 'Use same settings as my incoming mail server' radio button is selected. The 'Log on using' radio button is unselected, and its associated 'User Name' and 'Password' fields are empty. The 'Remember password' checkbox is checked. The 'Require Secure Password Authentication (SPA)' checkbox is unselected. The 'Log on to incoming mail server before sending mail' radio button is unselected. The 'OK' and 'Cancel' buttons are at the bottom right.

## The Advanced Tab

Change the port number for the **Outgoing server (SMTP)** to 587

The Pushex servers will accept emails sent over the standard Port 25, Port 587 or Port 20202.

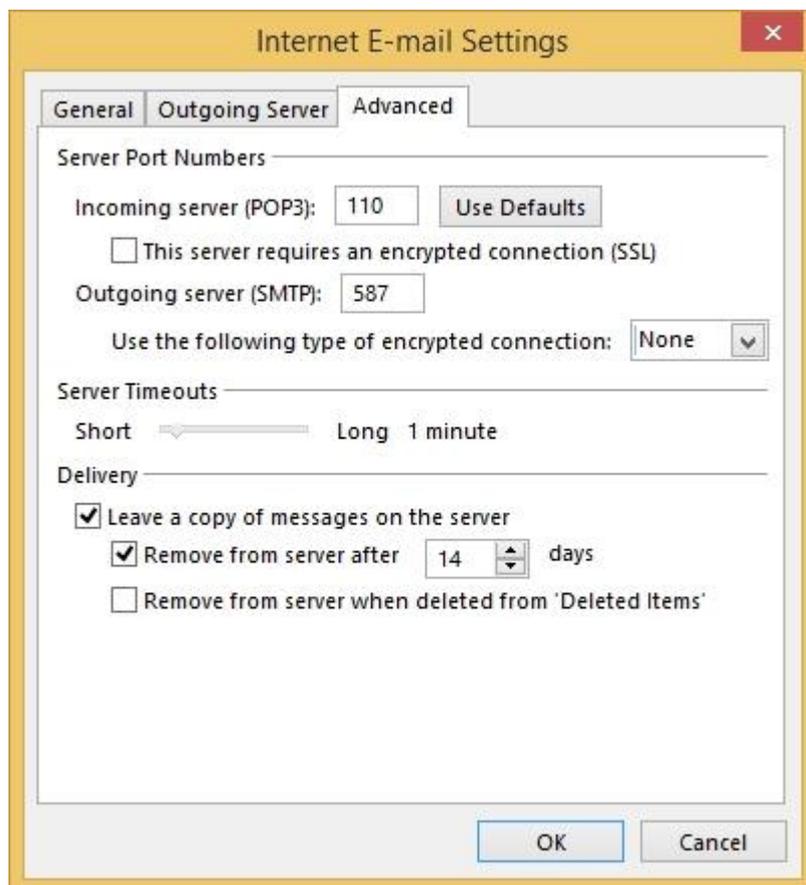
Port 25 can be blocked by some ISPs.

Port 587 is a well-known alternative port for sending emails.

Port 20202 is a 3<sup>rd</sup> non-standard port you can use if Ports 25 and 587 are blocked.

We recommend that you use Port 587 here.

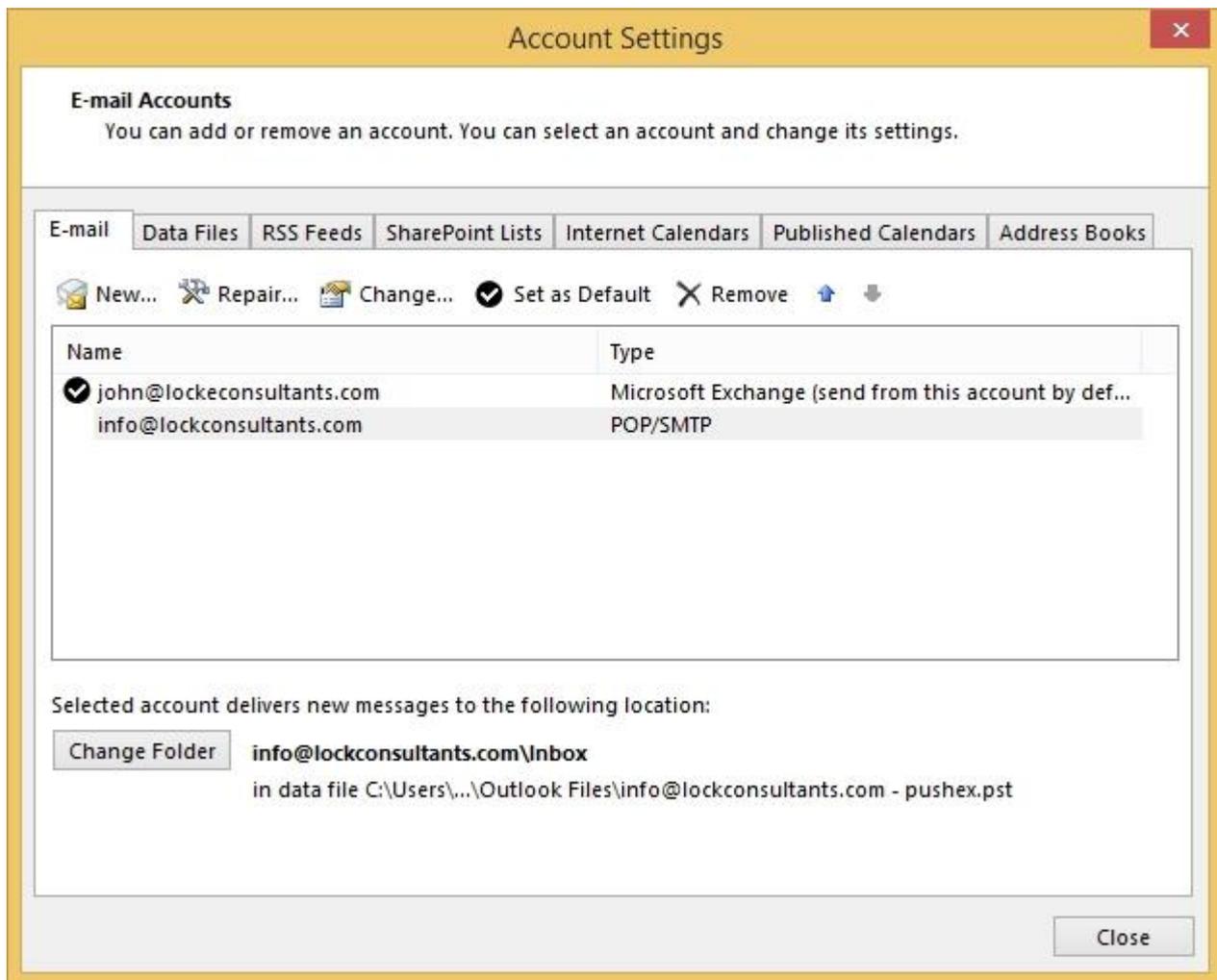
The **Delivery** options don't matter as this account is only for sending.



Click: **OK** to leave **More Settings...**

then **Next >** then **Finish** to return to the Accounts Settings screen.

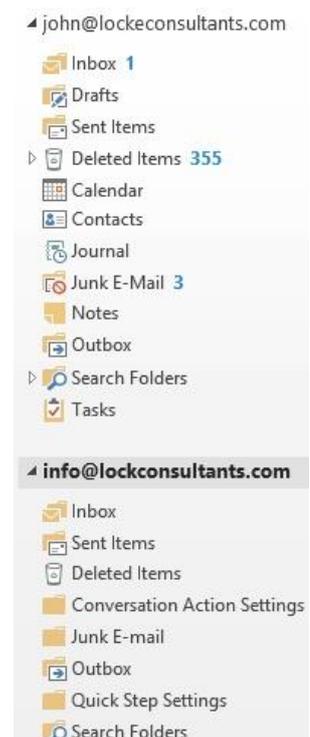
Here you can see the new account listed, and also that Outlook has created a new PST file for emails sent and received from this account: **info@lockconsultants – pushex.pst**



This PST file will show up as an extra set of folders in Outlook.

This is not usually what you want, as each extra set of folders takes up space in the left-hand column and emails you've sent from these accounts will be in their own **Sent Items** folder instead of all together in your main Sent Items folder.

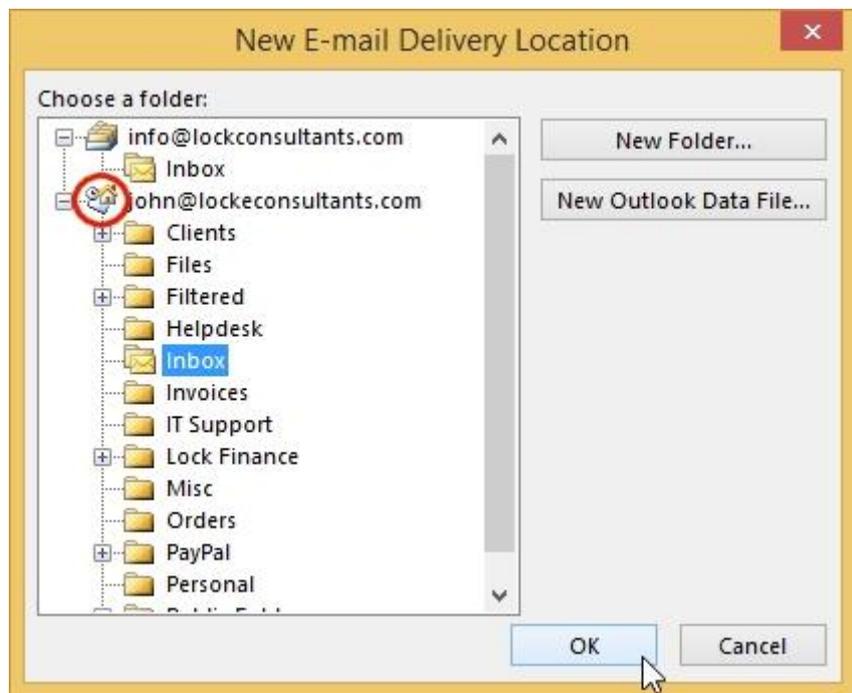
To remove this extra set of folders, on the Account Settings screen, shown above, select the new POP/SMTP account and click:-  
**Change Folder**



Select the **Inbox** under your main Exchange account as the Delivery Location for new emails.

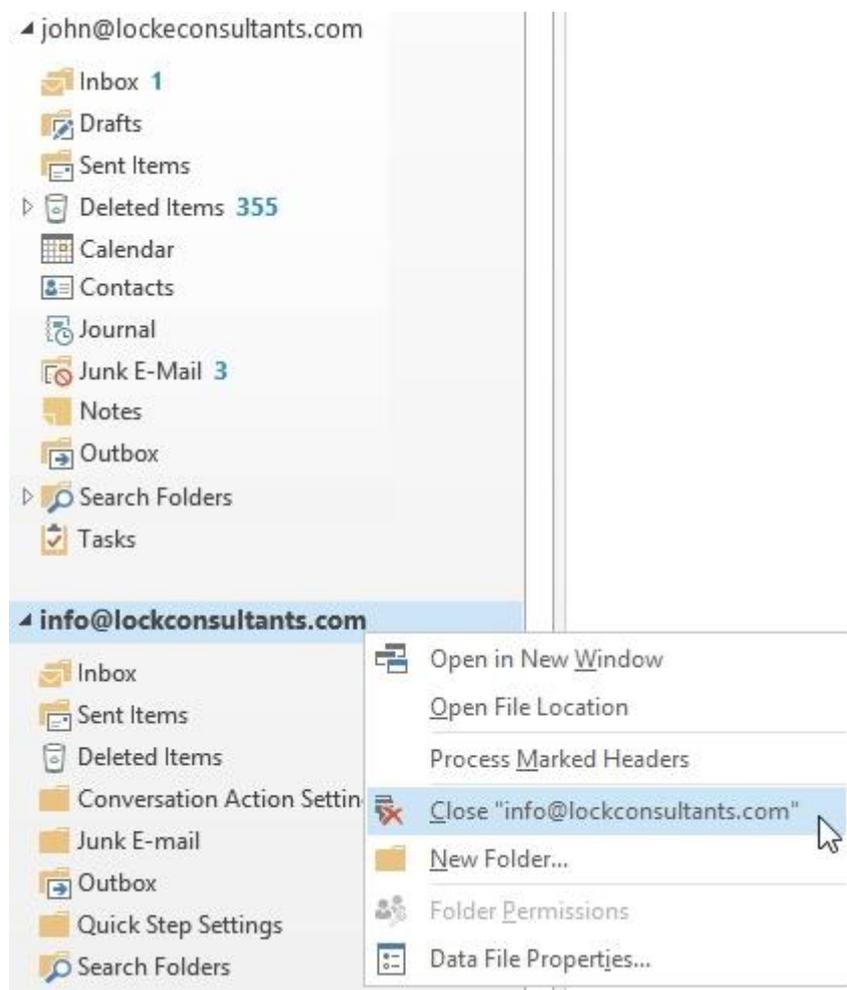
(This account is only for sending, but selecting the Delivery Location also determines in which Sent Items folder copies of emails sent using this **From** address will be stored.)

The main Exchange account has a special icon, shown ringed in red, to identify it.



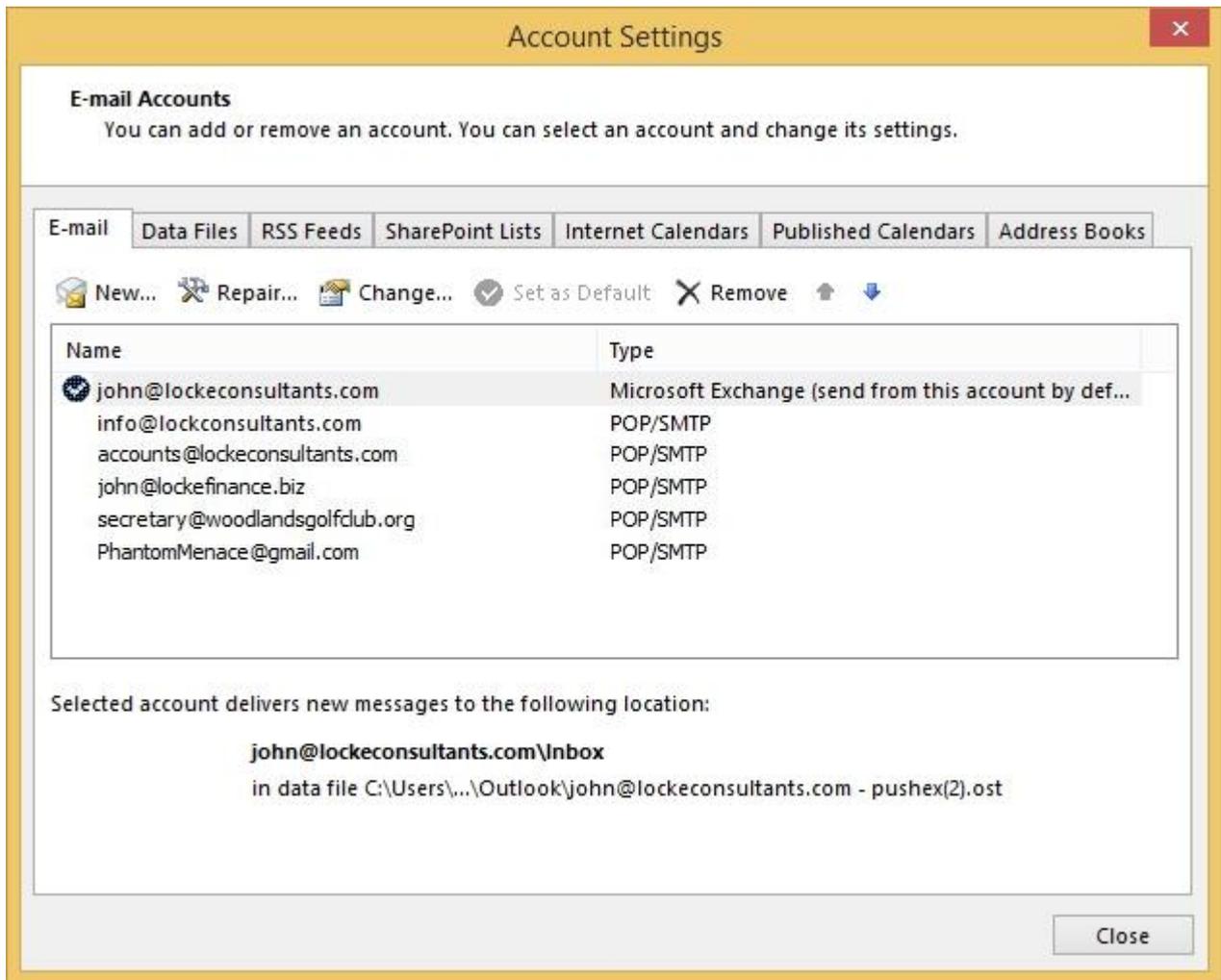
Click: **OK**

The extra set of folders associated with this new account will still show up in Outlook's main screen so:-



Right-click on the account name and click: **Close...**

Repeat all the steps, so far in Section 2, for each alternative **From** addresses you want and, when you've finished, the **Account Settings** page will look something like what's shown on the next page.



So in this example, one Exchange mailbox is receiving and sending for 6 different email accounts. There are 3 addresses at Locke Consultants and one at Locke Finance. Emails to these addresses will be received because the MX records for these domains point to the Pushex servers which handle *all* email addresses at these domains.

This account has aliases setup on the Exchange server for each of these addresses.

This screenshot is from *our* server so you won't find it in Outlook.

The address in bold is the default **From** address.



The golf club's email server is forwarding:-

**secretary@woodlandsgolfclub.com** to **john@lockeconsultants.com**

The Gmail account has also been setup to forward all emails to **john@lockeconsultants.com**

We don't need to create aliases for email addresses being forwarded to an existing alias so you can set these up yourself.

The next step is to stop Outlook trying to collect emails from these new POP/SMTP accounts.

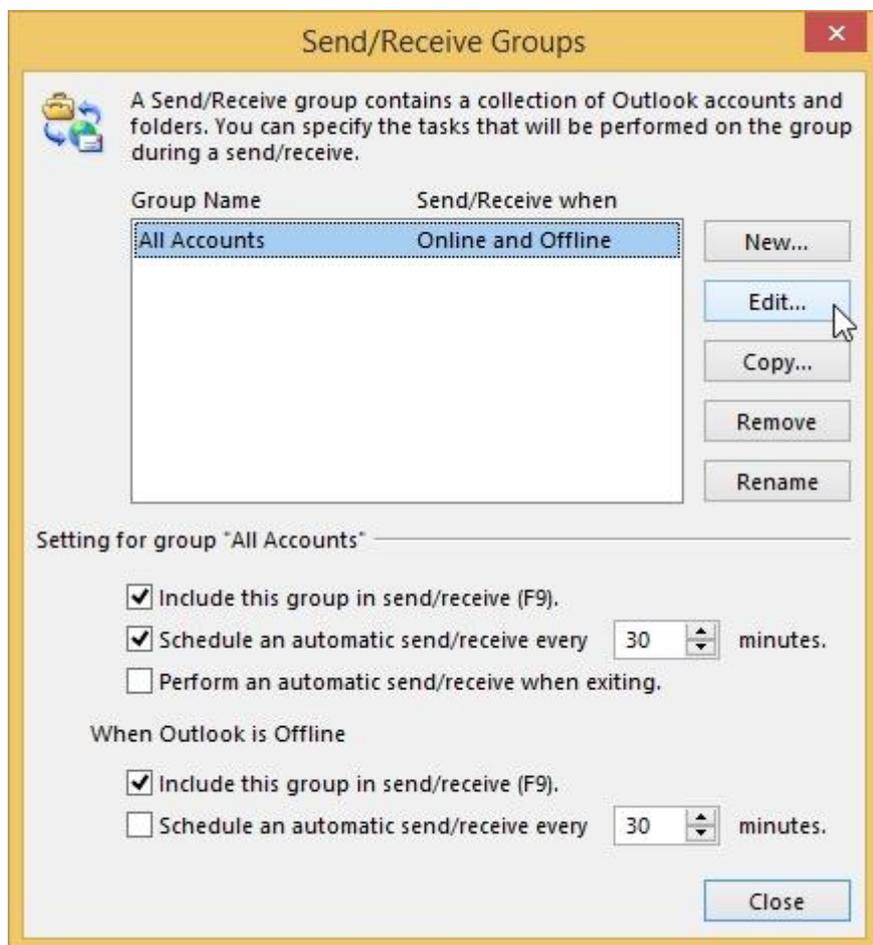
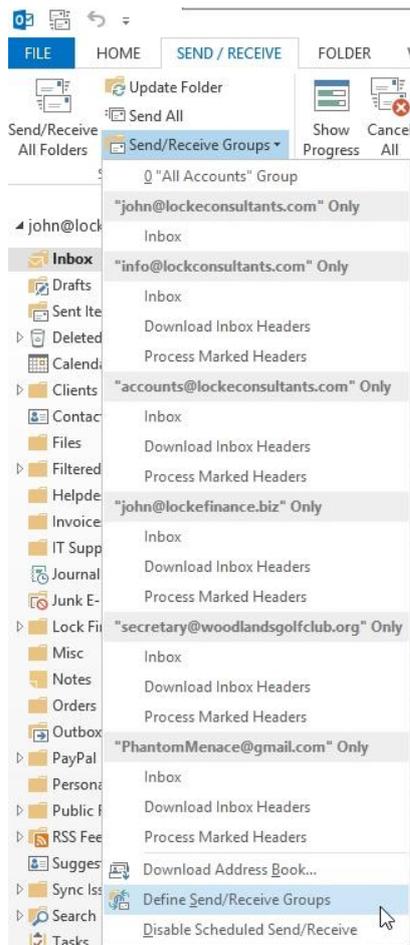
In Outlook, go to the **SEND / RECEIVE** menu,

then click on:-

**Send/Receive Groups**

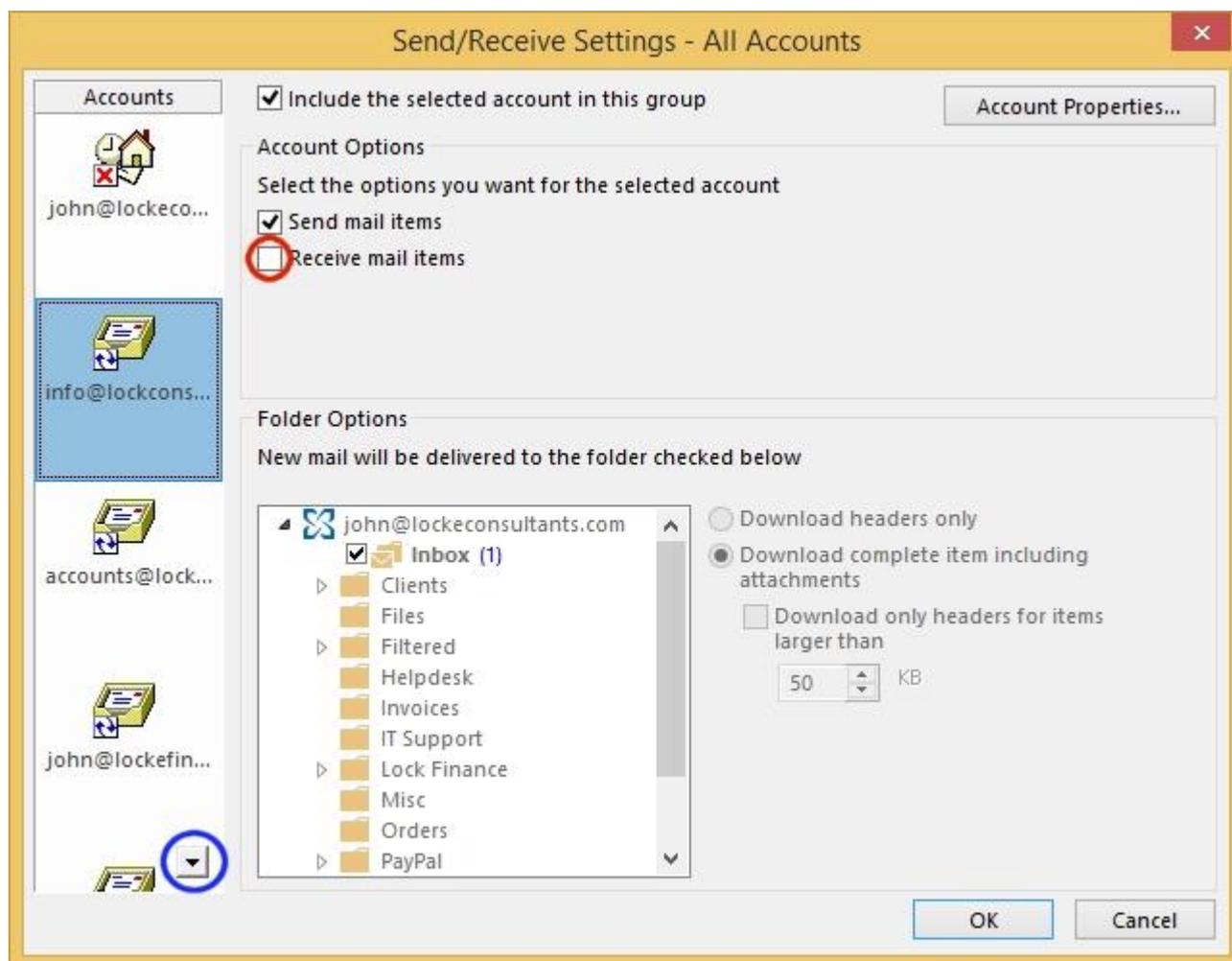
and then

**Define Send/Receive Groups**



Select **All Accounts** and then click: **Edit...**

The Default Exchange account is in the top left. Leave this account alone but, for **all** the other accounts you've just created, deselect **Receive mail items** (ringed in red).

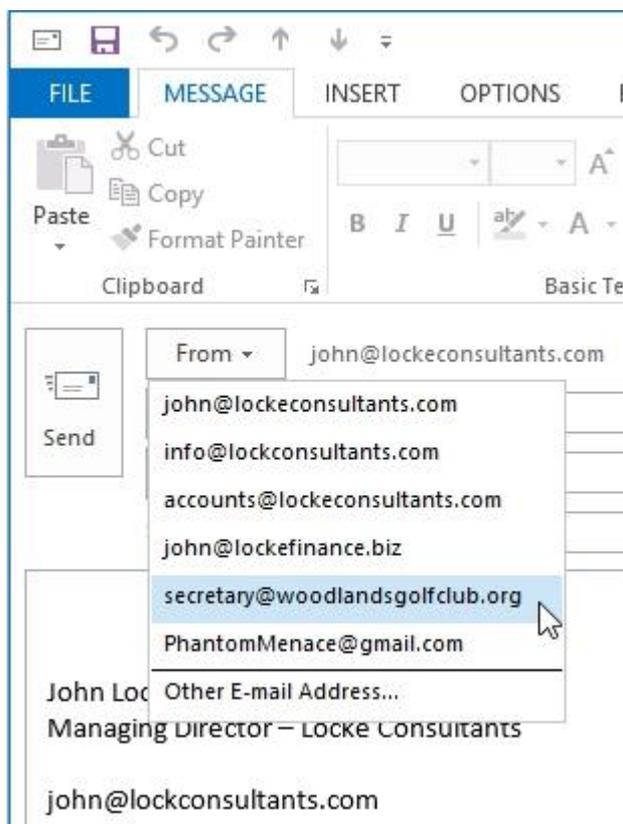
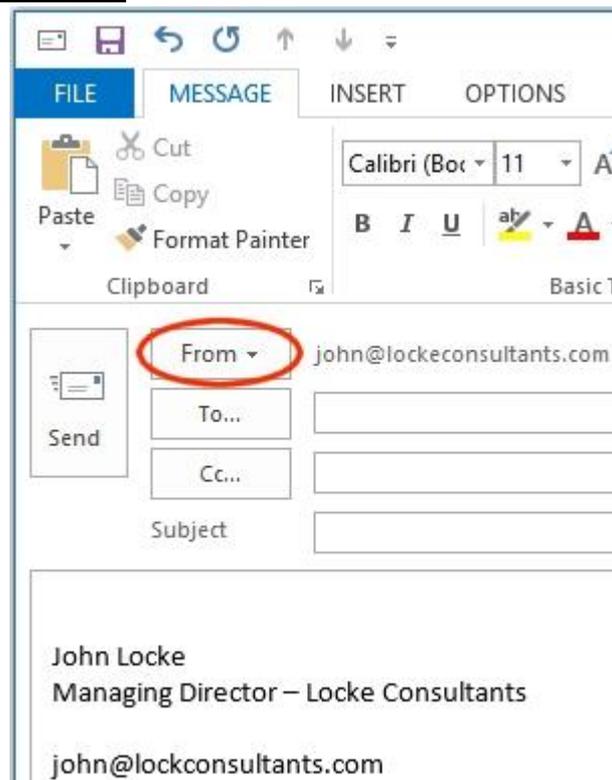


You may need to click the down-arrow, ringed in blue, at the bottom left to show all the accounts.

Click: **OK** then **Close** to finish.

### 3 – Creating a New Email and choosing the From Address

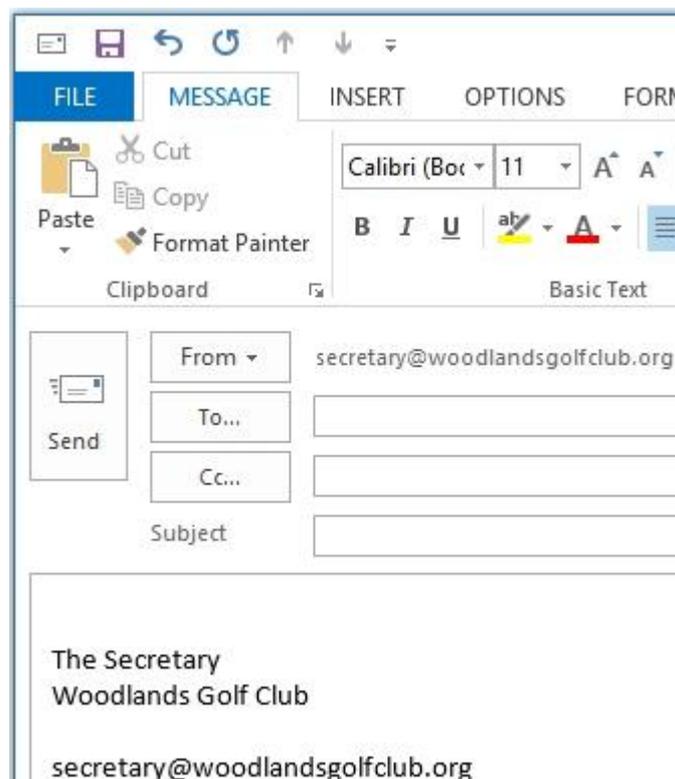
In Outlook, when you click New E-mail to open a new email window, you can see that there's a **From** option, ringed in red:



Click: **From** to get a drop down list of all the available **From** addresses.

Click on the **From** address you want to use.

The new **From** address you've chosen now appears in the email:



If you've assigned signatures to each account then the signature will automatically change when you select a different account.

In Outlook, you create and assign signatures in:-

#### File – Options - Mail – Signatures...

For this to work correctly, **all** accounts must have been assigned a signature.

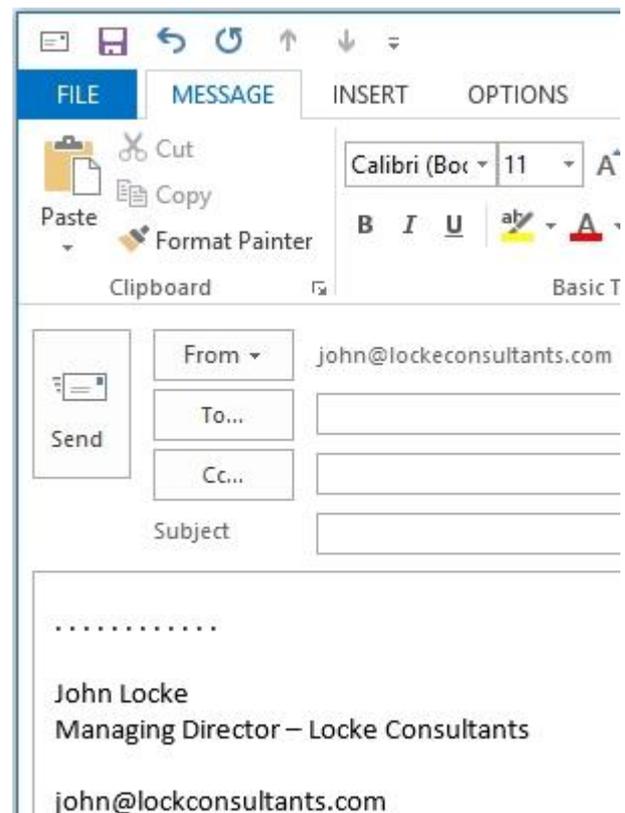
If you don't want an account to have a signature then make a new signature called Nothing, which is blank, and assign it to that account.

When typing in the body of the email it's easy to stray into the signature area.

This is fine unless you then change the account you are sending from and the signature changes.

This will cause any text, from the body of the email that you typed in the signature area, to disappear.

To prevent this, it's a good idea to start the signature with a visible divider, such as a row of dots:



Any **Stationery and Fonts** option that you select in Outlook will be applied to **all** accounts so we advise you to just use signatures to achieve any "branding" or fancy effects.

## 4 – Sending Emails from a Smartphone using different From Addresses

So with Outlook you can send as any number of **From** addresses, with OWA you can only send from your default address (we have a webpage to get over this) but what about when sending emails with different **From** addresses using a Smartphone?

Smartphones use an ActiveSync client to receive Push Email from an Exchange server and the difficulty we have in providing instructions on how to do this is that the capabilities vary between the ActiveSync clients found on the different types of smartphones.

iPhones, Androids, Windows Mobile and modern Blackberries all supply their own ActiveSync client plus there are 3<sup>rd</sup> parties who offer alternative ActiveSync clients including ones for Blackberries which don't have one built-in.

You can try to setup the ability to use different **From** addresses in your phone's email program using the same basic method detailed in this document: have one main ActiveSync account for Push Email and sending from your default address and then create a separate POP3/SMTP account for each **From** address.

Most phones should be able to do this but it may prove impractical if the process of swapping between accounts is cumbersome and, if you can't see your Inbox from all accounts, it makes replying to emails a pain.

You might still be able to use our webpage at <http://websend.pushex.com> to send an email from your smartphone if the screen is big enough. This page requires you to logon using your Pushex account.

## **5 – Problems sending with different From addresses**

Spammers learnt a long time ago that choosing a **From** address for their spam emails of someone you know, someone at your company or just an address that sounds legitimate, like **@microsoft.com**, made it more likely that the email would get through your defences.

Forging the **From** address of an email is called Spoofing and you have to be careful that the addresses you choose as your alternative **From** addresses won't appear as spoofed and therefore be blocked by anti-spam systems.

There is an anti-spam initiative used by many mail-servers to detect spoofed emails called Sender Policy Framework or SPF. With this system you create a special DNS record which lists all the servers that are allowed to originate emails from your email domain. DNS records are available to anyone but only the owner of a domain can create or change records.

We are always encouraging customers to create an SPF record for their email domains that we host, so that our servers will be listed as being authorised to send emails from their domains.

In the example given in this document we can assume, therefore, that SPF records will exist for the domains **lockeconsultants.com** and **lockefinance.biz** listing our servers.

However, it's fairly unlikely that the SPF record for **woodlandsgoldclub.org** will list our servers and the Gmail SPF record definitely won't.

How can you stop emails using these last 2 **From** addresses from being blocked as spoofs?

Well you could do nothing. The SPF system isn't perfect and hasn't been adopted by the majority of mail-servers on the Internet and so you may not experience any problems of emails not being delivered to addresses you send to using these **From** addresses.

The Pushex servers, for example, don't check the SPF records of incoming emails as a way of detecting spam as we find that this leads to too many false positives. We do, however, have to keep our own SPF records in order to comply with those mail systems that **do** use SPF records to detect spam.

With some **From** addresses you can stay SPF-compliant, for instance with the **phantommenace@gmail.com** address you can send these emails using the Gmail SMTP server instead of the Pushex one.

The Gmail SMTP server is **smtp.gmail.com**, it requires authentication using your normal Gmail sign-on and works over Port 587. If you send an email from Outlook using the Gmail SMTP server, a copy will still be placed in your Sent Items folder.

If you've created a Gmail **From** address in Outlook then we recommend you send emails that use this **From** address via the Gmail SMTP server.

In other cases, where you can't access an authorised SMTP server and you think that anti-spoofing is blocking your emails you might have to logon to the Webmail system of the domain you want to send from and send a blind copy of the email to yourself, so you have a copy in your records.

The moral of this story is to only use email addresses with domains that you or your company own.