



Enable the From field in Outlook

Updated 07/21/25

These steps show how to enable the “From” field in Outlook.

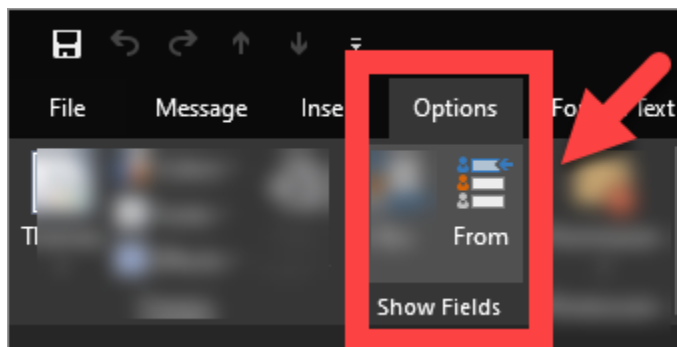
The “From” field is needed in order to send emails from a different email address, such as for a shared mailbox, or on behalf of a different person.

Please note that you must be granted access permissions to “send from” or “send on behalf of” a different email address.

To request access permissions, please submit a ticket to the [ITS Help Desk](#). Your supervisor will be required to provide a written approval also.

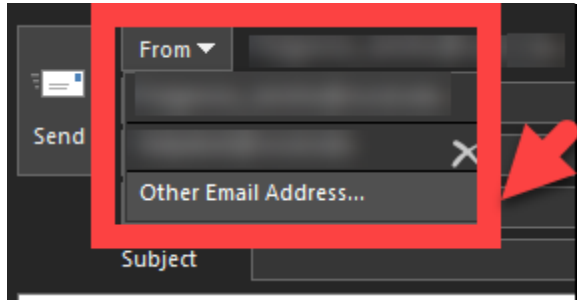
Step 1 – Enable the From field in Outlook

In Outlook, **open a new email** and select **Options tab > Show Fields > From** to enable the From field.

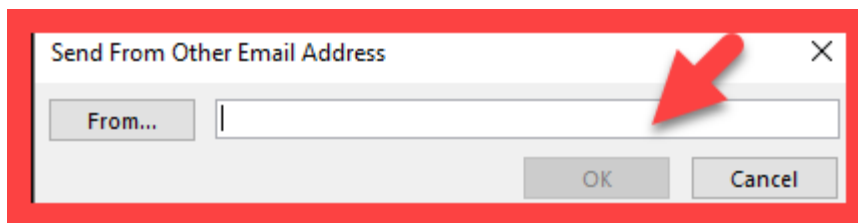


Step 2 – Select an email to send From

Once the From field is enabled, **select the From dropdown > Other Email Address**. A pop-up box will appear **for Send from Other Email Address**.



Type in the email address you want to send from and select OK.

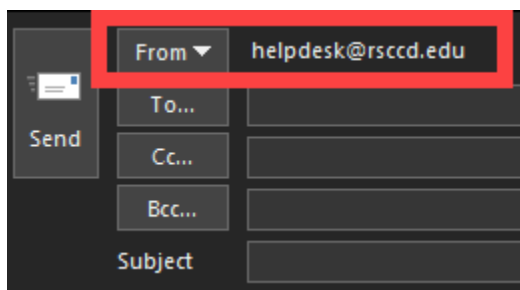


Step 3 – Confirm the email address in the From field has changed

Once you have typed in the new email and selected OK, the pop-up box will close and return you back to the new email.

Check what email address appears under the From field, to confirm the email address has changed.

The example below shows that the From field has been changed, to send from helpdesk@rscdd.edu.



Troubleshooting problems

Contact the ITS Help Desk

- Website: <https://rscdd.edu/helpdesk>
- Phone Number: 714-564-4357 Extension 0
- Email: helpdesk@rscdd.edu

[\(Select this link to return to the beginning of the document\)](#)