



How to add another person's mailbox to your profile in Outlook

This guide will show you how to add another person's mailbox to your profile in Outlook 2013 (or later)

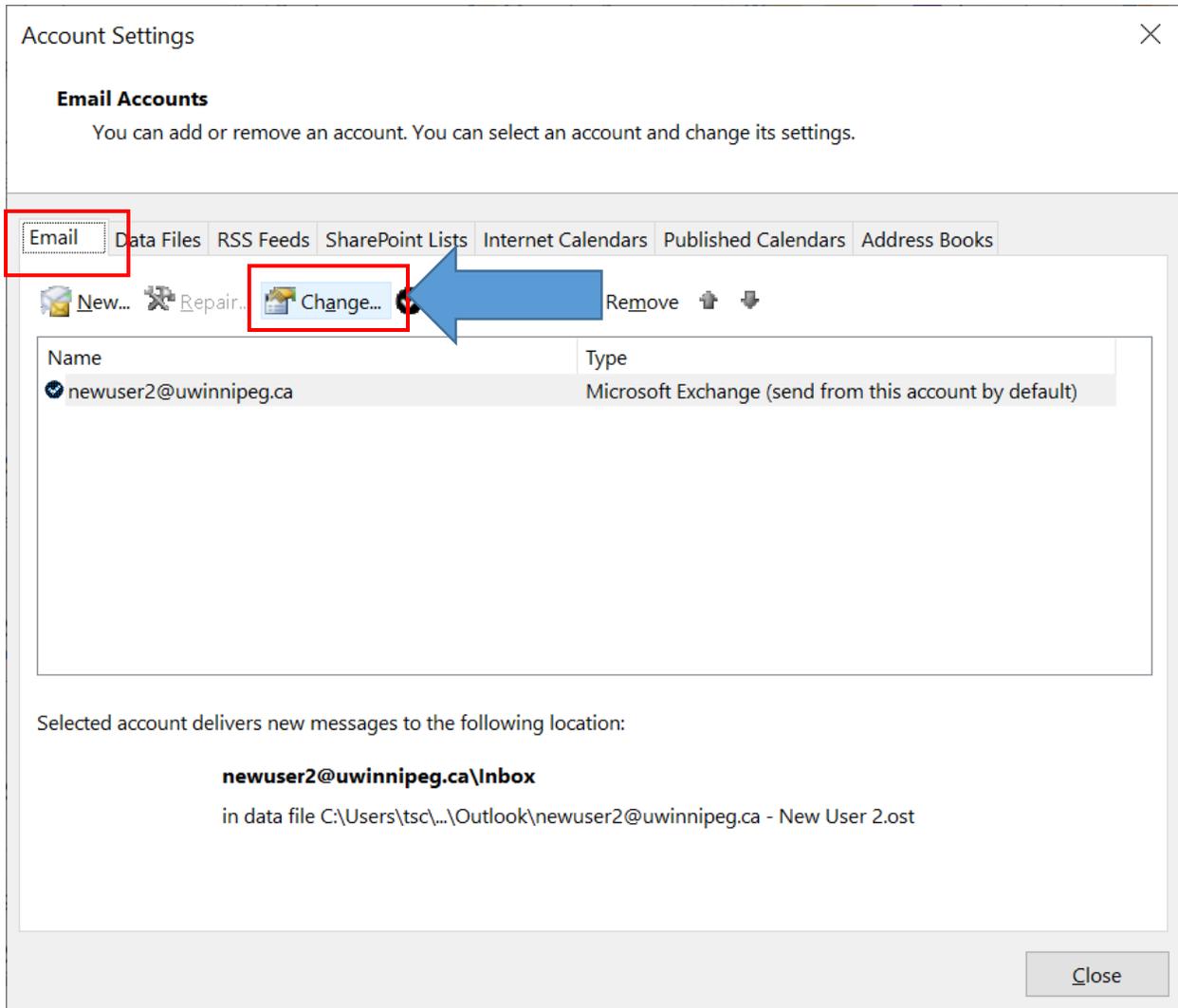
How to

Important: You need to have **Delegate Access** rights on the mailbox you wish to add to your profile. To know how to get Delegate Access permissions, please refer to our **How to configure Delegate Access** document.

1. Open **Outlook**.
2. Click on **File**.
3. Click on the **Account Settings** and then on **Account Settings** in the list.

The screenshot shows the Outlook interface with the 'Account Information' pane open. The left sidebar contains a navigation menu with options: Info, Open & Export, Save As, Save Attachments, Print, Office Account, Options, and Exit. The main pane displays account details for 'Faq User' (Microsoft Exchange) and includes an 'Add Account' button. Below this, a red box highlights the 'Account and Social Network Settings' section, which contains several options: 'Account Settings...' (highlighted with a blue arrow), 'Social Network Accounts', 'Delegate Access', and 'Download Address Book...'. The 'Account Settings...' option is described as 'Add and remove accounts or change existing connection settings.' To the right of this section is a placeholder for a profile picture. Below the settings, there is an '(Out of Office)' section and a storage usage indicator showing '24.9 GB free of 25 GB'.

4. In the **E-mail** tab, make sure your account is selected, then click on **Change**.



The screenshot shows the 'Account Settings' dialog box in Outlook. The 'Email' tab is selected and highlighted with a red box. Below the tabs, the 'Change...' button is also highlighted with a red box and a blue arrow pointing to it. The account list below shows 'newuser2@uwinnipeg.ca' selected. Below the list, the message delivery location is shown as 'newuser2@uwinnipeg.ca\Inbox' in the data file 'C:\Users\tsc\...\Outlook\newuser2@uwinnipeg.ca - New User 2.ost'. A 'Close' button is visible at the bottom right.

Account Settings

Email Accounts
You can add or remove an account. You can select an account and change its settings.

Email Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books

New... Repair... Change... Remove

Name	Type
newuser2@uwinnipeg.ca	Microsoft Exchange (send from this account by default)

Selected account delivers new messages to the following location:

newuser2@uwinnipeg.ca\Inbox
in data file C:\Users\tsc\...\Outlook\newuser2@uwinnipeg.ca - New User 2.ost

Close



5. Click **More Settings**.

Change Account ✕

Server Settings
Enter the Microsoft Exchange Server settings for your account.

User Name:

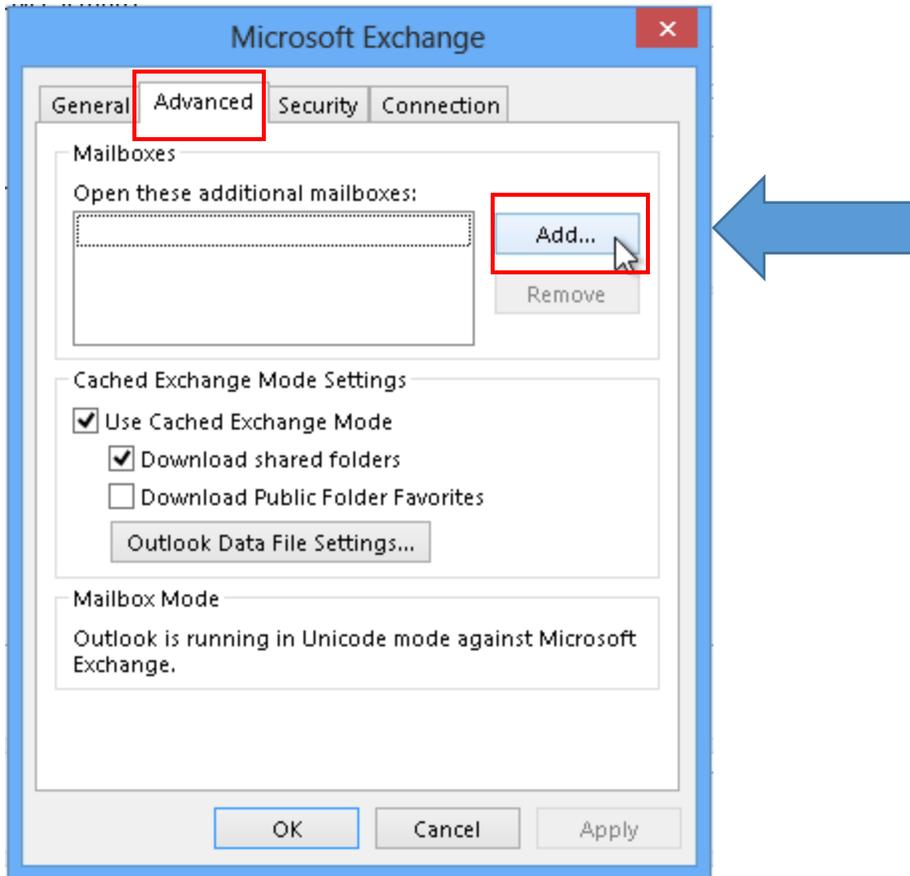
Offline Settings

Use Cached Exchange Mode

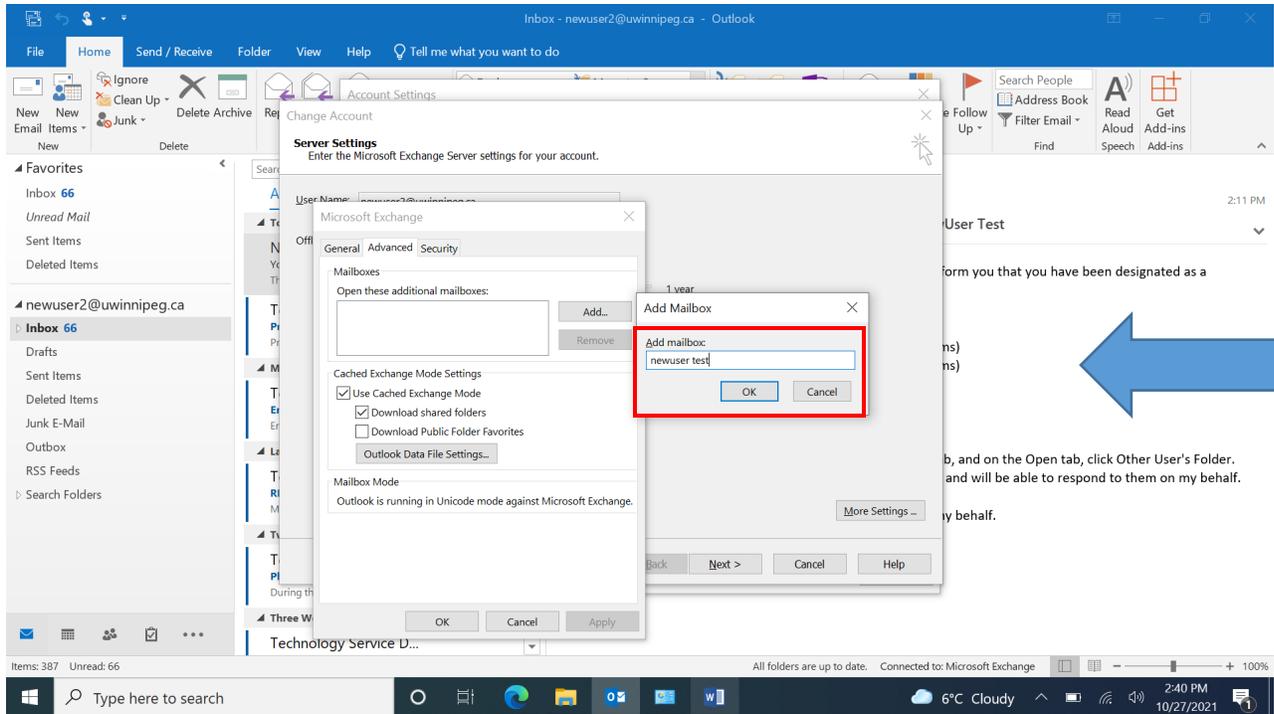
Mail to keep offline: 1 year



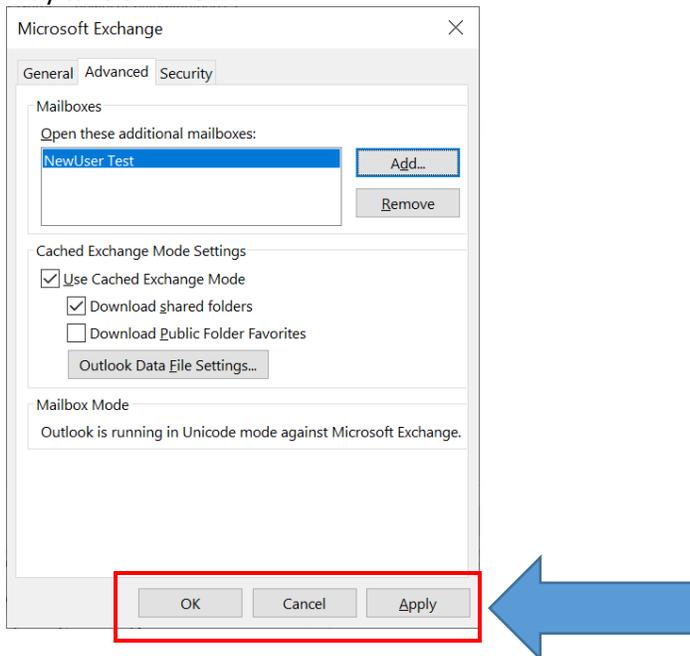
6. Click on the **Advanced** tab and then click on **Add**.



7. Enter the user's name or email address of the delegated mailbox in the **Add mailbox** field. Then click on **OK**.



8. Click on **Apply** and then on **OK**. Outlook will now be busy accessing the other mailbox's data, so this may take a while.





9. Back in the **Change Account** window, click on **Next** and then on **Finish and Close**.

10. Close the **Account Settings** window.

You should now see both mailboxes in your Outlook profile.

