

Adding a Shared Mailbox to Outlook - PC

Before you can add/access a shared mailbox to Outlook, you must first confirm with the department mailbox owner that you have been given sufficient privileges to do so. Once you have been granted access, it may be necessary follow the instructions below to remove an existing mailbox and then add the mailbox to Outlook.

The first step, **Remove an existing department mailbox**, involves removing the existing department mailbox if you have been previously logging into it manually using the username and password method. If you have not been accessing this department mailbox previously, skip to the next section, **Adding a Shared Mailbox to Outlook**.

Remove an existing department mailbox that was previously added

- 1. Open Outlook.
- 2. Select the File menu.





3. Select Account Settings, and then select Account Settings... from the dropdown menu.



4. Select the Department Mailbox Email Address from the list, and then select Remove.

Account Settings		\times
Email Accounts You can add or remove an account. You can sele	ct an account and change its settings.	
Email Data Files RSS Feeds SharePoint Lists Inter	net Calendars Published Calendars Address Books	
i 🚰 New 🕅 Repair 🚰 Change 📀 Set as Defa	ault 🗙 Remove 🕼 🖶	
Name	Type	
estcarmine@uwinnipeg.ca	Microsoft Exchange (send from this account by default)	
3faculty-email-test@uwinnipeg.ca	Microsoft Exchange	
Selected account delivers new messages to the following	ng location:	
3faculty-email-test\Inbox		
	Clos	se



5. Click on Yes

Micr	osoft Outlook		
	Careful, if you remove this account, its offline cached content backup of the offline .ost file.	will be deleted. <u>Learn how</u> t	to make a
	Do you want to continue?	Yes	No

6. Click Close

7. Restart Outlook

- 8. Login with your own account, please note: it will no longer be necessary to login with the Shared Mailbox email address/password
- 9. The Shared Mailbox will show under your own mailbox as a separate mailbox just like it was when you logged into before this conversion.

Adding a Shared Mailbox to Outlook

Perform these steps only if the account does not show up automatically. A shared mailbox usually shows up automatically so adding the mailbox may not be necessary.

Only proceed with these steps if the mailbox does not show up. It may take several minutes.

Windows 10 Users

- 1. Open Outlook.
- 2. Select the File menu.



3. Select Account Settings, and then select Account Settings... from the dropdown menu.





4. Select your email address from the list, and then select Change.

3	
Email Accounts	
You can add or remove an account. You	u can select an account and change its settings.
nail Data Files RSS Feeds SharePoint L	ists Internet Calendars Published Calendars Address Books
🛜 New 🛠 Repair 🚰 Change 🔊 S	Set as Default 🗙 Remove 🐨 🗣
Name	Туре
testcarmine@uwinnipeg.ca	Microsoft Exchange (send from this account by default)
elected account delivers new messages to th	ne following location:
elected account delivers new messages to the testcarmine@uwinnip	he following location: :eg.ca\nbox
elected account delivers new messages to ti testcarmine@uwinnip in data file C\Users\vizz	he following location: ∙eg.ca\nbox a-c_\Outlook\testcarmine@uwinnipeg.ca - M365.ost
elected account delivers new messages to th testcarmine@uwinnip in data file C\Users\vizz	he following location: leg.ca\Inbox a-c_\Outlook\testcarmine@uwinnipeg.ca - M365.ost



5. Select More Settings....



6. Select the **Advanced** tab.

Maill	ooxes			
Ope	n these ac	ditional mailboxes:		
				Add
				Remove
Cach	ed Exchan	ge Mode Settings		
V (Jse Cache	d Exchange Mode		
	✓ Downl	oad shared folders		
	Downl	oad Public Folder Favo	orites	
	Outlook	Data File Settings		
Maill	oox Mode			
Out	look is run	ning in Unicode mode	against Mic	rosoft Exchange.

7. Select Add....



8. Enter the email address associated with the shared mailbox in the *Add mailbox:* field, and then select **OK**.

Add Mail	box	>
Add mailb	oox:	
3faculty-	email-test@uwinnip	beg.ca

- 9. Select OK.
- 10. Select Next.

	More Settings	
	200 B	

- 11. Select Finish.
- 12. Select Close.
- 13. Restart Outlook
- 14. Login with your own account, it will no longer be necessary to login with the Shared Account User/Password
- 15. The Shared Account will show under your own account as a separate account just like it was when you logged into before this conversion.