

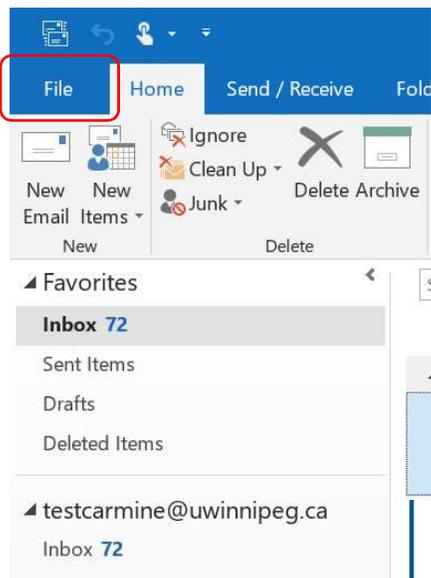
Adding a Shared Mailbox to Outlook - PC

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.

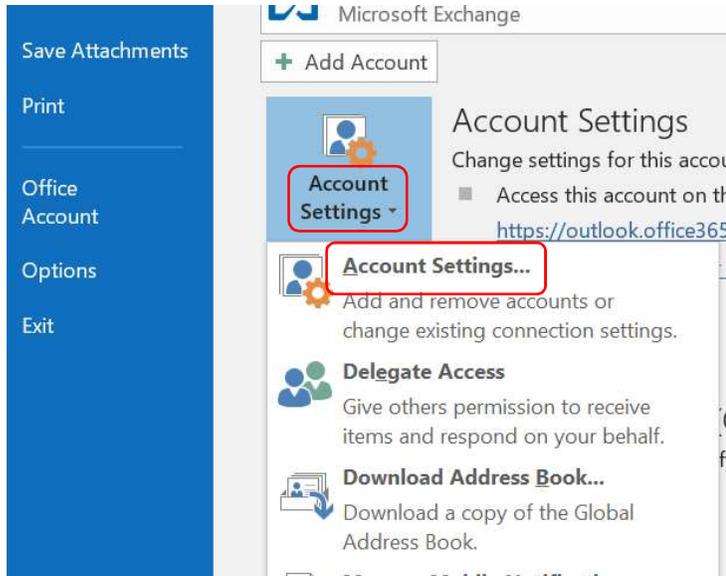
The first step, **Remove an existing department mailbox**, involves removing the existing department mailbox if you have been previously logging into it manually using the username and password method. If you have not been accessing this department mailbox previously, skip to the next section, **Adding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

Remove an existing department mailbox that was previously added

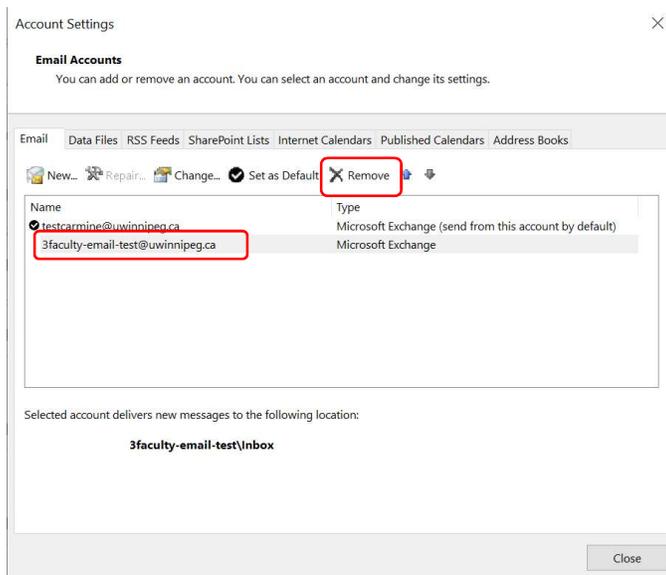
1. Open **Outlook**.
2. Select the **File** menu.



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**.





5. Click on **Yes**



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

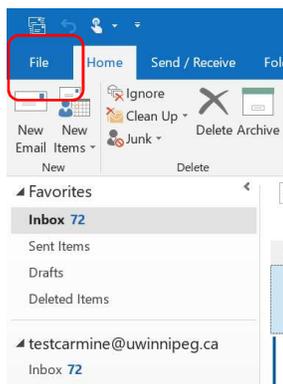
Perform these steps only if the account does not show up automatically. A shared mailbox usually shows up automatically so adding the mailbox may not be necessary.

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

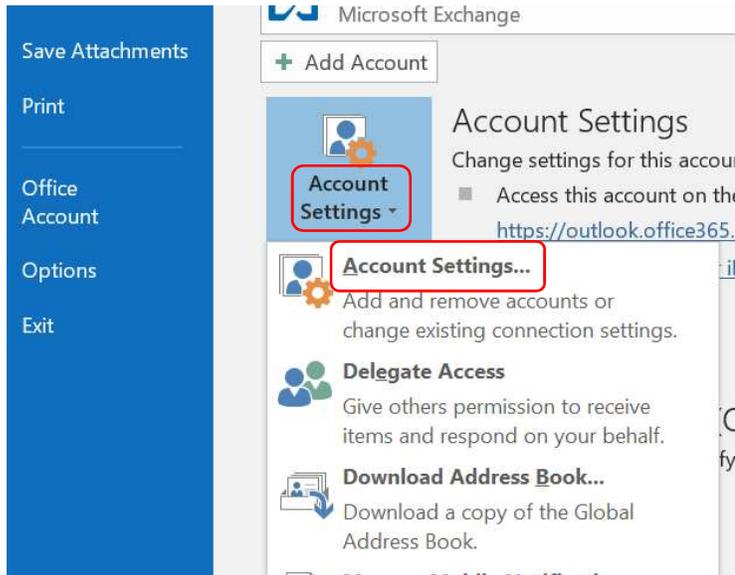
Windows 10 Users

1. Open **Outlook**.

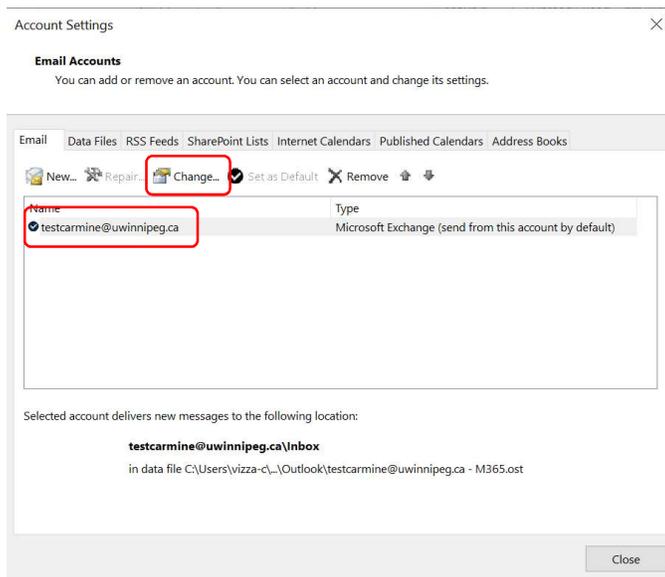
2. Select the **File** menu.



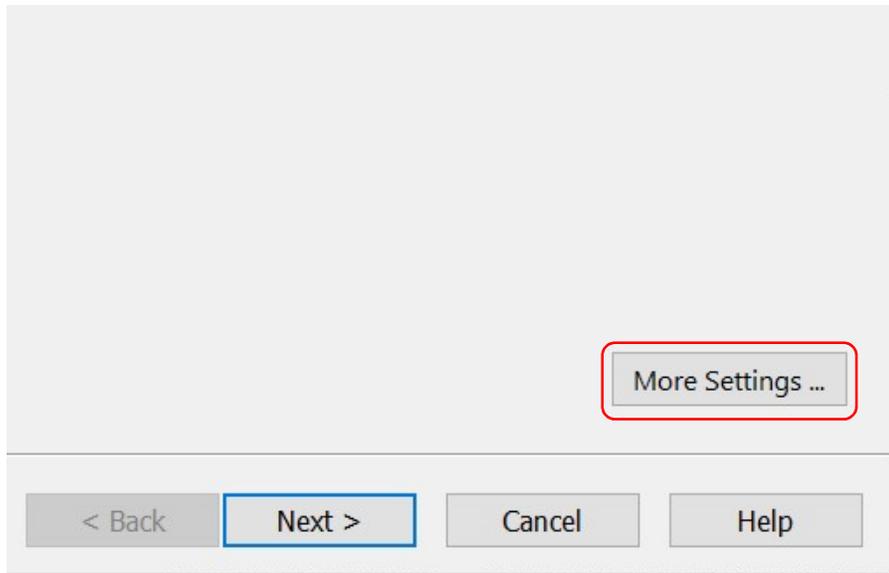
3. Select **Account Settings**, and then select **Account Settings...** from the dropdown menu.



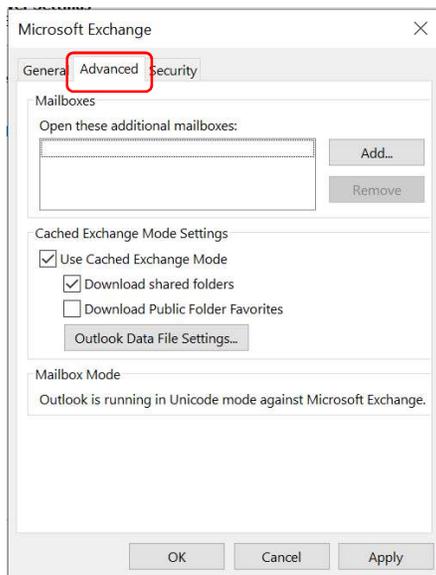
4. Select your email address from the list, and then select **Change**.



5. Select **More Settings...**



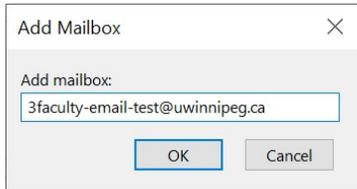
6. Select the **Advanced** tab.



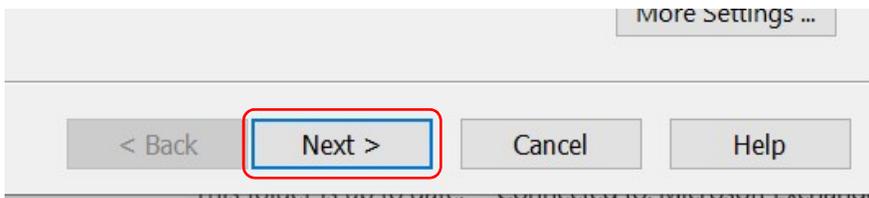
7. Select **Add...**



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



9. Select **OK**.
10. Select **Next**.



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.