

## What is a Shared Mailbox?

A shared mailbox makes it easy for a group of people to monitor and send email from a public email alias like [info@uwinnipeg.ca](mailto:info@uwinnipeg.ca). When a person in the group replies to a message sent to the shared mailbox, the email appears to be from the shared address, not from the individual user. You can also use the shared mailbox as a shared team calendar.

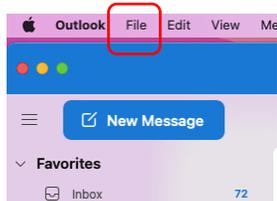
## How do I access a Shared Mailbox?

First, you need to contact your Manager to have them request your permission to the Shared Mailbox.

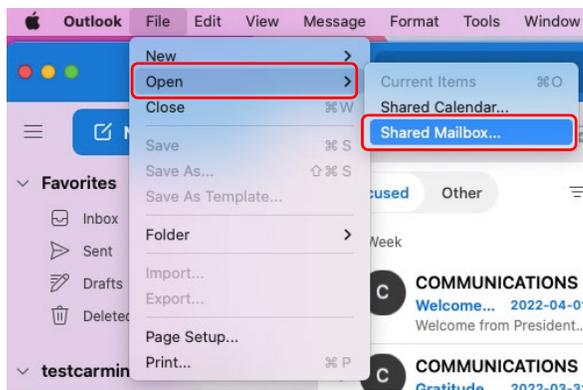
In the Outlook desktop client, scroll down on the left pane beneath your mailbox folders. You'll see each Shared Mailbox you have access to here. If they are collapsed, click the arrow to expand them.

## Adding a Shared Mailbox to Outlook - Mac

1. Open Outlook.
2. Select **File** top left of the screen.

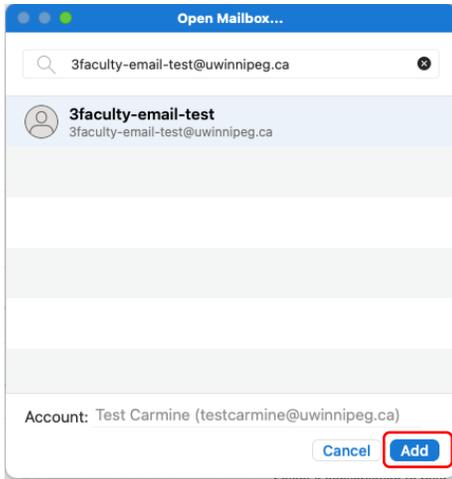


3. Select **Open -> Shared Mailbox**

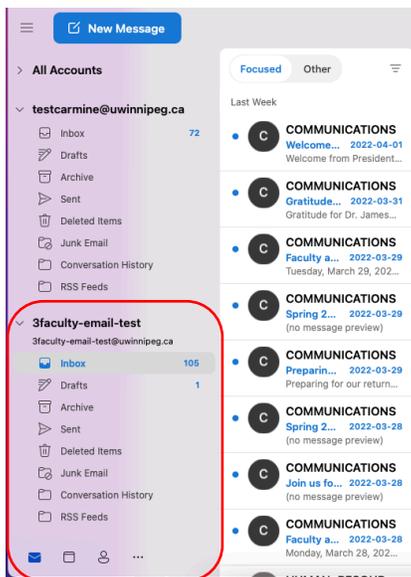




4. Enter the shared mailbox email address, then select **Add...**



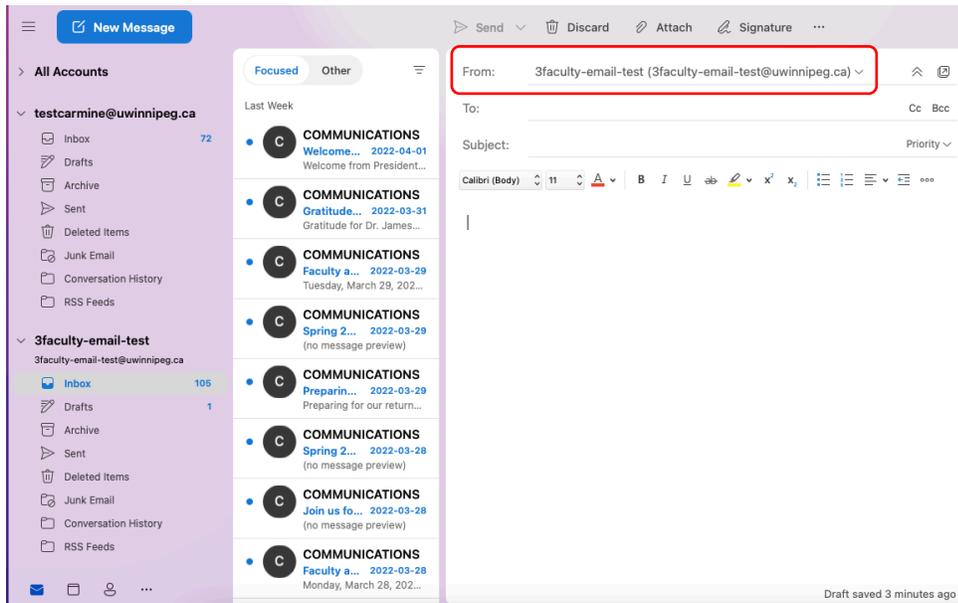
5. The Shared Mailbox should now appear below your own account.



You will see that the mailbox is structured just like your mailbox, with an Inbox, Deleted Items and Sent Items. Any change you make here, such as categorizing an email, flagging an email for follow-up, or creating subfolders and moving emails into them, will automatically display for any other user that also has access to the mailbox.

## How do I send as a Shared Mailbox?

Outlook for Mac will automatically fill in the **From** address based on which mailbox you have selected. For example, if you currently have the **Inbox** of the Shared Mailbox selected, clicking **New Email** will populate the Shared Mailbox address into the **From** field.



Clicking the pull down arrow to the right of the email address will allow you to switch back and forth easily.