

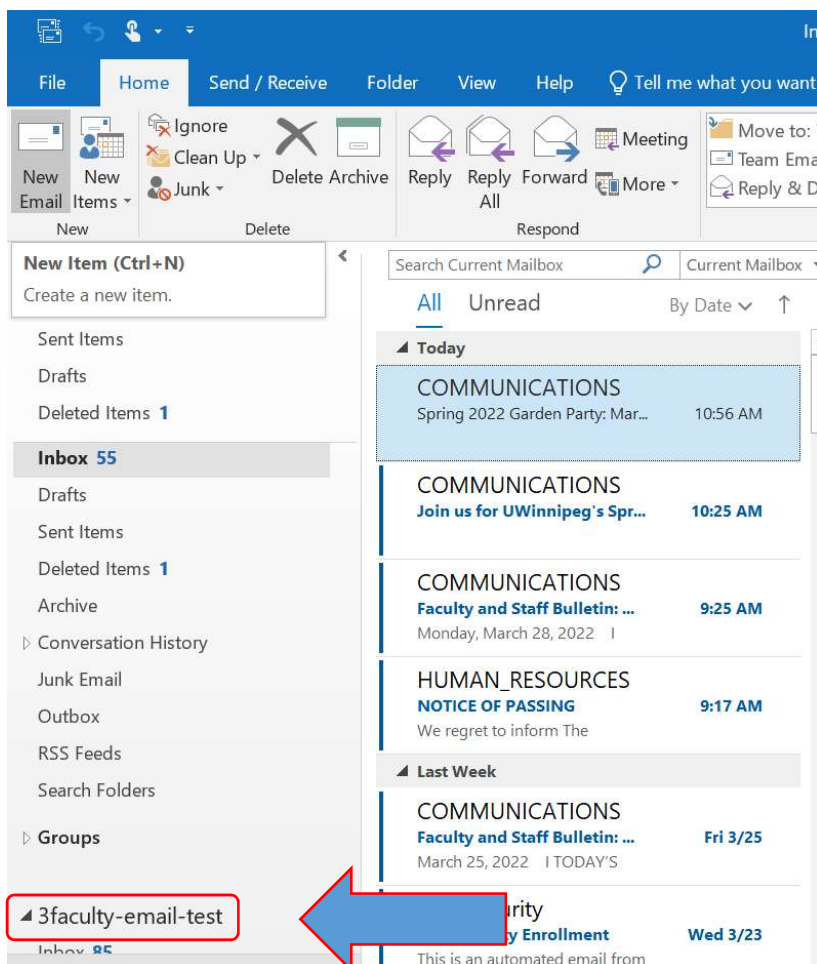
What is a Shared Mailbox?

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. 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.





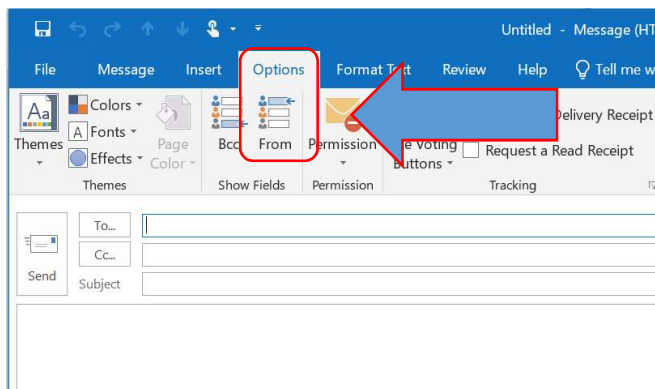
You'll see that the mailbox is structured just like your mailbox, with an Inbox, Deleted Items and Sent Items. Any change you make here, such as categorizing an email, flagging an email for follow-up, or creating subfolders and moving emails into them, will automatically display for any other user that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

How do I send an email from a Shared Mailbox?

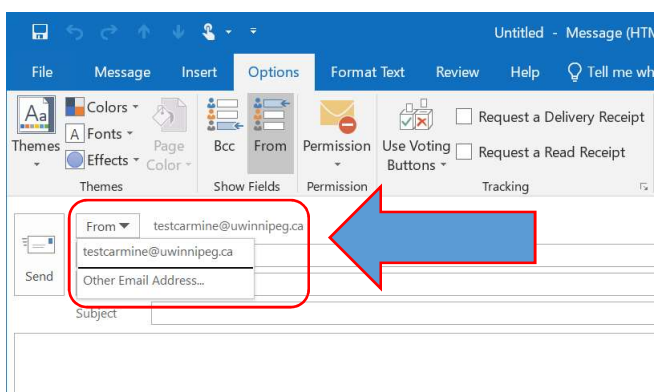
When sending a new email, you will need to specify which mailbox you are sending as; your own or the shared mailbox.

To add the **From** field, in the full version of the Outlook client, click **New Email**

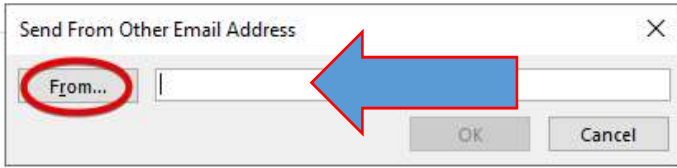
Click on the **Options** tab then click on **From**. It should change color to a darker grey when selected.



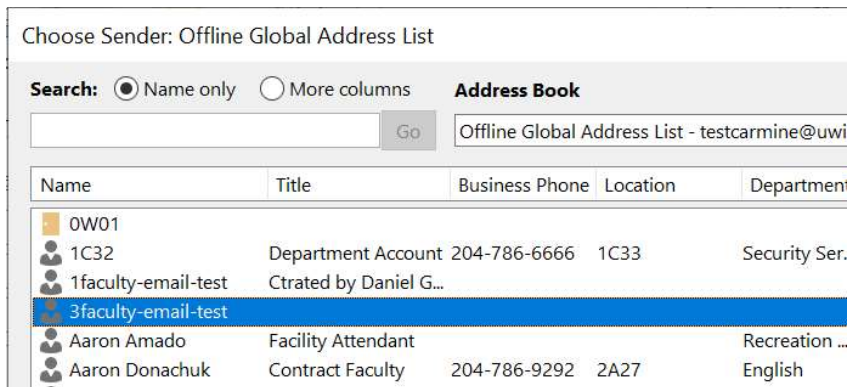
This will now add the **From** field to all of your new emails. This is set to your email address by default. Click the down arrow next to **From** and select **Other Email Address**.



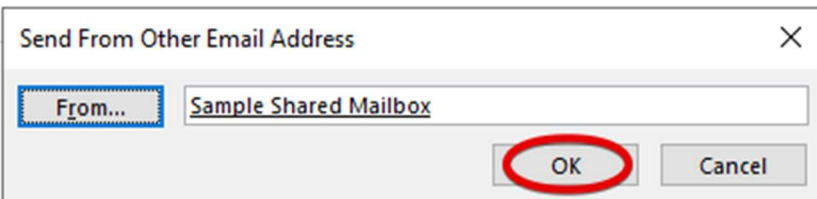
In the box that appears, click the **From** button.



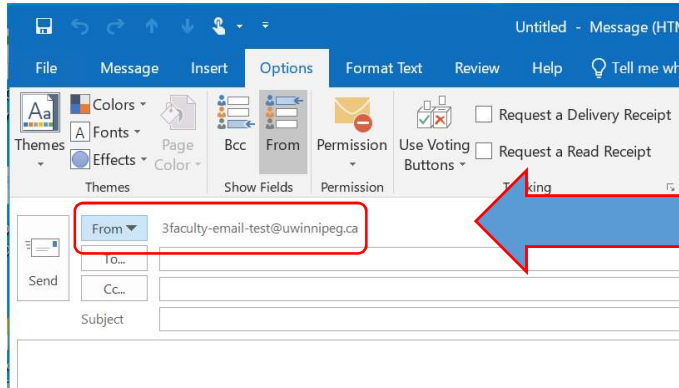
Search for your Shared Mailbox, then select it, and click **OK**.



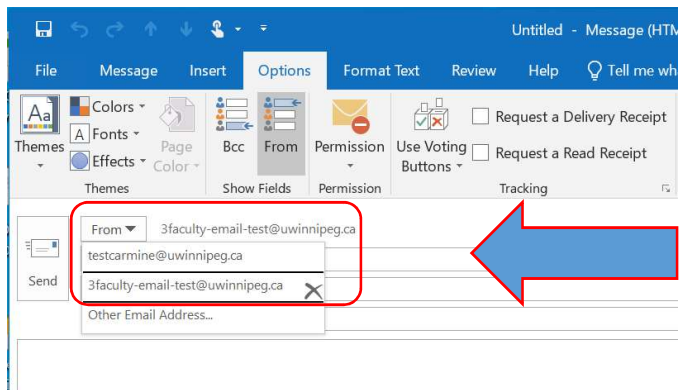
Click **OK** again.



This allows us to now send this email as the Shared Mailbox.



Outlook will also remember this address for any future new emails. Clicking on the down arrow next to **From** will list both email addresses, and you can select between them easily.



When replying from or forwarding an email that is in the Shared Mailbox, the **From** field is automatically set to the Shared Mailbox email address.