How to open a Shared Mailbox

Andrew Storrs - 2019-01-10 - General

Accessing a Shared Mailbox with Outlook Web Application (OWA)

Option 1

1. Navigate to

   https://outlook.office365.com/owa/<mailbox>@riverside.qld.edu.au (substituting the shared mailbox's alias for <mailbox>).

2. Enter your personal Riverside email address and password when prompted.
3. After logging in you will be working in the shared mailbox.

Option 2

1. Log in to Outlook Web Application with your Riverside email address/login and password.
2. Select the drop-down link displaying your name at the top of right of the window (next to the log off link).
3. In the drop-down **Open Other Mailbox**window, enter the name of the shared mailbox.
4. A new window will open and you will be working in the shared mailbox.

Accessing a Shared Mailbox with the Outlook Client

Outlook for Mac 2011/2016

1. While logged in to Outlook select *Tools* and then *Accounts*.
2. In the Accounts window highlight your Microsoft Exchange account and select *Advanced*.
3. In the Advanced window select the *Delegates* tab.
4. Navigate to the *People I am delegate for* section.
5. Click *Add*or + button.
6. In the *Select Users* search field; enter the name of the shared mailbox and then click then click Find.
7. Highlight the mailbox name then click OK and OK to close all previous windows.
8. You will now have a permanent link to the shared mailbox in your mail folder hierarchy.

Outlook 2010/2013/2016 (Windows)

1. While logged in to Outlook select File Tab and click on *Account Settings*.
2. In the *Account Settings*window highlight your Microsoft Exchange account and select *Change*.
3. In the *Change E-mail Account* window select the *More Settings* button.
4. Navigate to the *Advanced* tab.
5. In the *Open these additional mailboxes* display select the *Add* button.
6. Enter the name of the shared mailbox and select OK.
7. Select OK again and close all previous windows.
8. You will now have a permanent link to the shared mailbox in your mail folder hierarchy.