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How to open a Shared Mailbox

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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.