Microsoft 365: Working with a Shared Mailbox on Web Browser
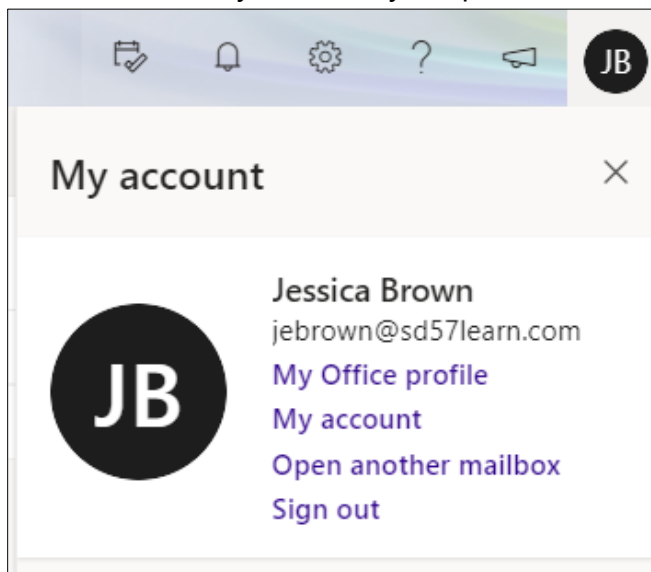
All Users

Note: Shared mailboxes are set up by IT only at this time. Groups are a more complex version.

Outlook: Opening Shared Mailbox

1. Sign in to your Office365 account and open Outlook.
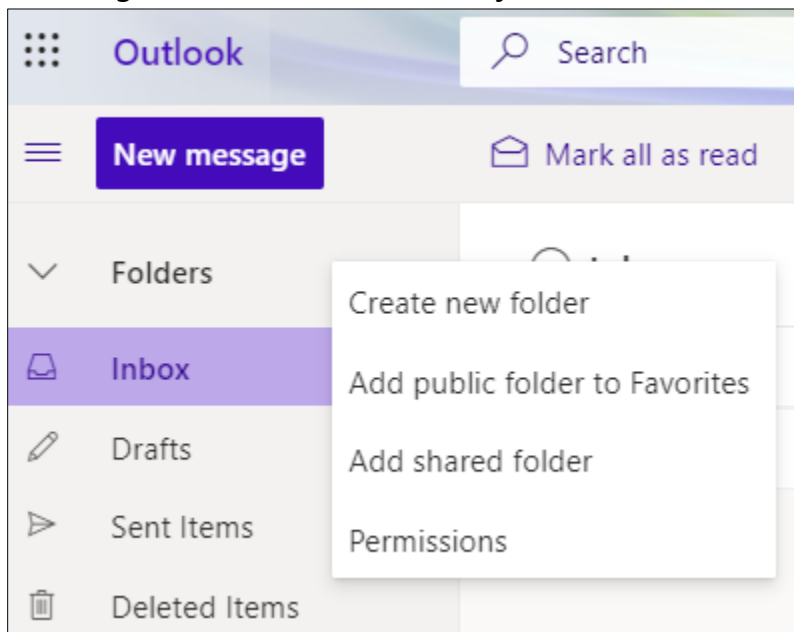2. Click on My account: your profile bubble on the top right.

3. Click **Open another mailbox.**
4. Type the name of the shared mailbox to search for it in the directory. Options will pop up as you type.
5. Select the mailbox from the list and click **Open.**

Note: You can keep more than one mailbox open at a time if you use two different tabs on your web browser.

Outlook: Adding Shared Mailbox As Folder

1. Sign in to your Office365 account and open Outlook.
2. Right-click **Folders** (left side, just above Inbox) for more options.

3. Click **Add shared folder**.
4. Type the name of the shared mailbox to search for it in the directory. Options will pop up as you type.
5. Select the mailbox from the list and click **Add**.
6. The shared mailbox will appear as an expandable folder section. Click to display. Now, you can see notifications of new messages in the Inbox of the shared mailbox without leaving your personal mailbox.
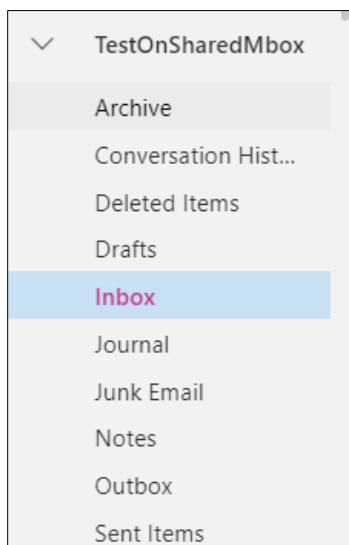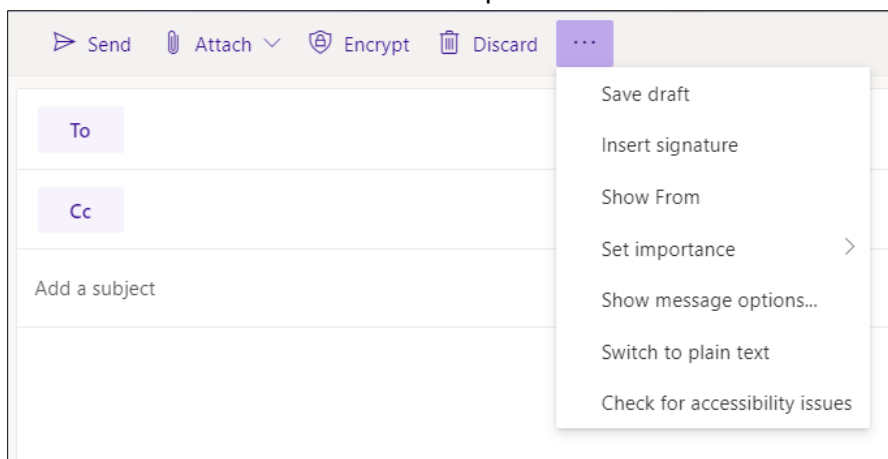
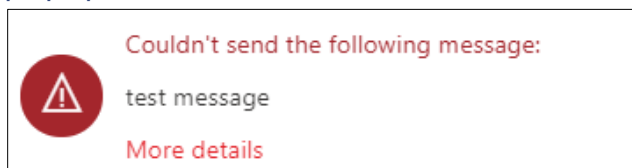## ⊙ Outlook: Sending Emails From Shared Mailbox

As long as you have permissions for an email address, you can send from it with any mailbox.

1. Sign in to your Office365 account and open Outlook.
2. Click the **New message** button (top left)
3. Click the three dots for more options.

4. Click **Show From**.
5. The default From will be the address of the mailbox where you are. Click **From**.
6. Select **Other email address...** from the dropdown menu.
7. Type the name of the email address to search for it in the directory. Options will pop up as you type. Select the one you want to send from.
8. Compose your email as normal and send it.

Note: If you do not have permission to send from an email address, you will see a popup error notification like this:


Please contact IT if you receive this notification for a shared email address.

Outlook: Adding Calendar from Shared Mailbox to Personal Mailbox

1. Sign in to your Office365 account and open Outlook.
2. Open your shared mailbox: see above instructions.
3. Switch to Calendar (bottom left).
4. Under the My calendars category, hover over **Calendar** and click the three dots beside it for more option.
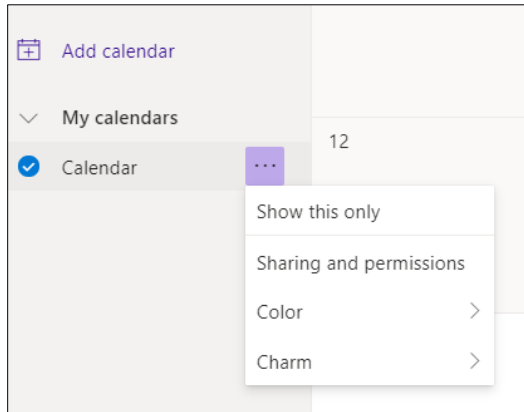
5. Click **Sharing and permissions** from the dropdown menu.
6. Type your personal email address to search the directory. Select it.
7. Change the options if necessary. For example, if you want to edit events in the shared mailbox calendar, select the **Can edit** option.
8. Click **Share**. This will send an email to your personal mailbox.
9. When you are back in your personal mailbox, open the email and click **Accept**. The shared mailbox calendar will appear with your other calendars in your personal mailbox.
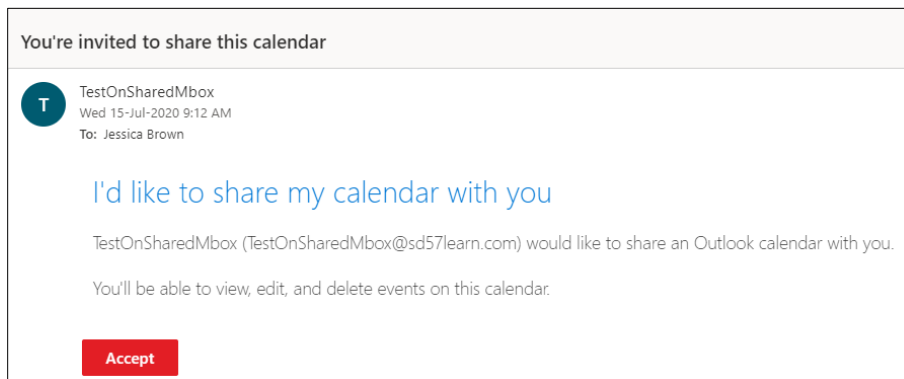
Version History

Version	Date	Description
1.0	July 2020	New documentation for Microsoft 365