How to Open and use a Shared Mailbox

If you have been granted access to a shared mailbox that appears in the address book, you can use either the Outlook Web App or the Microsoft Outlook desktop client to open that mailbox.

In Microsoft Outlook, a mailbox that has been shared to you will show up in your folder list.

If the folder has not yet automatically shown up, you can do the following to open another user's mailbox.

A. **Right click** on your primary email account, which is represented by your name.
B. Select **Open Other Folder** from the dropdown list.
C. Select **Other User’s Folder** from the pop out list.
D. Click the **Name** button to open the search window.
E. Click the radio button for **More columns**
F. Type the person’s name or Username and click **Go**.
G. **Double-Click** on the entry you want to open, which will fill in the name box on the Open dialog box.
H. **Click OK** to open the mailbox.

If you want to open and use a shared mailbox in the Outlook Web, there are two methods you can choose from.

1. The first way is to Add the shared mailbox so that it will display under your primary mailbox in the Outlook Web App.

   This method works well if you need to monitor the email from your primary mailbox and the shared mailbox at the same time. In addition, after you set this up, each time you open the Outlook Web App, the shared mailbox and all of its folders will display in the left navigation pane.

   A. Sign in to your account in the Outlook Web.
   B. Right-click on your primary mailbox in the folder pane and then click **Add shared folder**...
      
      * Your primary mailbox is indicated by your name, and is usually directly above Inbox.
   C. A window will open where you will type in the name of the shared mailbox, select the name and then click **Add**.

   This shared mailbox will display in your folder list in the Outlook Web each time you log in. You can expand and collapse the shared mailbox folders like you can with your own. You can also remove the mailbox by right clicking on it and select **Remove Shared Folder**.

2. The second way to access a shared mailbox is to open it in a separate browser window or tab.

   This method is quick and easy, and works well if you need to manage email for this account and want to easily send email AS this mailbox.
A. Sign in to your account in the Outlook Web.
B. In the Navigation bar on the top of the Outlook Web App screen, click on your name. A drop-down list will appear.
C. Click on Open another mailbox.
D. Type in the email address of the shared mailbox you want to open.
E. Another browser window or browser tab will open with another Outlook Web session which will allow you to work in the shared mailbox independent of your own account.
F. When you use this method, if you have access to Send As this mailbox, any email that you send from this window will appear to be from the shared mailbox.