

## How to add a Shared Mailbox as an additional account in Outlook

If you need any help with this set up, please contact SID

- 1. In Outlook 2010 or 2013, click on File > Account Settings and then Account Settings again.
- 2. You should see the following screen, please click on New:

| Account            | Settings  |
|--------------------|---|
| <b>E-mai</b><br>Yo | <b>I Accounts</b><br>u can add or remove an account. You can select an account and change its settings. |
| E-mail             | Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books              |
| Name               | Туре  |
|                    | nePol07AdminFirst@isad.isadroot.ex.ac.uk Microsoft Exchange (send from this account by def              |
|                    |   |
| Selecte            | account delivers new messages to the following location:  |
|                    | AOnePol07AdminFirst@isad.isadroot.ex.ac.uk\Inbox  |
|                    | Close   |

3. Select E-mail Account and click Next:

| Add Account  |                                   |
|--|-----------------------------------|
| Choose Service   | 长                                 |
| E-mail Account<br>Experiment of the imail account provided in<br>BSP or your organization.     O Other<br>Connect to a serier type shown below.<br>Fac Mol Transport | by your Internet service provider |
|  |                                   |
|  | < Eso Next > Cancel               |

 Type in the Shared mailbox's full @exeter.ac.uk email address in the "E-mail Address" box and enter a meaningful name in the "Your Name" box <u>Leave the password blank</u> and click Next:

| Add Account                             |  |                   |
|---|--|-------------------|
| Auto Account Setup<br>Outlook can autor | p<br>natically configure many email accounts.  | ×.                |
| e-mail Account                          |  |                   |
| Your Name:                              | University of Exeter Bangalore Office<br>Example: Ellen Adams                            |                   |
| E-mail Address:                         | india@exeter.ac.uk <br>Example: ellen@contoso.com  |                   |
| Password:                               |  |                   |
| Retype Password:                        |  |                   |
| 🔘 Manual setup or ad                    | Type the password your Internet service provider has given you<br>dditional server types |                   |
|   | < Ba   | ick Next > Cancel |

5. This should then search for the mailbox's settings:

| 475          | <u> </u>   |               |
|--------------|--|---------------|
| d Account    |  |               |
| Searching f  | or your mail server settings   | ×.            |
| Configuring  | 6  |               |
| Outlook is ( | ompleting the setup for your account. This might take several minutes. |               |
| ~            | Establishing network connection  |               |
| →            | Searching for india@exeter.ac.uk settings                              |               |
|              | Logging on to the mail server  |               |
|              |  |               |
|              |  |               |
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|              |  |               |
|              |  |               |
|              |  |               |
|              |  | Next > Concol |
|              |  |               |

6. Once found, it should prompt for your credentials.

Overwrite the shared mailbox's email address with your **own** full @exeter.ac.uk email address and enter your normal password :

| Microsoft<br>Connecting to | Outlook<br>o iPaMSHelp@exeter.ac.uk |
|----------------------------|-------------------------------------|
|                            |                                     |
| 21/2                       | ••••••                              |
|                            | Remember my credentials             |

7. This should then complete the mailbox setup. Click on **Finish**:

| Add Account  | <b>×</b>            |
|--|---------------------|
| Congratulations!   | ×                   |
| Configuring  |                     |
| Outlook is completing the setup for your account. This might take several minutes.   |                     |
| <ul> <li>Establishing network connection</li> </ul>                                  |                     |
| Searching for india@exeter.ac.uk settings  |                     |
| <ul> <li>Logging on to the mail server</li> </ul>                                    |                     |
| Congratulations! Your email account was successfully configured and is ready to use. |                     |
| Change account settings  | Add another account |
| < Back   | Finish Cancel       |

8. You will then need to close & re-open Outlook to use your shared mailbox:



9. When Outlook restarts, you will be prompted to enter login credentials once again.

Overwrite the shared mailbox's email address with your own full @exeter.ac.uk email address and enter your normal password.

This time, please tick "Remember my credentials" and press OK

| Connecting to | D-MCU-L-@               |            |
|---------------|-------------------------|------------|
|               | PaiviSHeip@exeter.ac.uk |            |
|               | (                       |            |
| SV(0)         | a.spedding@exeter.ac.uk |            |
|               | •••••                   |            |
|               | Remember my credentials |            |
|               |                         |            |
|               |                         | K b Cancel |

- 10. Outlook will then load and show your shared mailbox as a separate account below all your personal Inbox folders.
- 11. If you wish, you can add the shared mailbox to your Outlook Favourites. Right click on the shared mailbox folder you want in Favourites (Inbox is probably the best one to choose), and then click on **Show in Favorites**

| D Lyr    | Open in New <u>W</u> indow |
|----------|----------------------------|
| Sta 📑    | <u>N</u> ew Folder         |
| Draf     | <u>R</u> ename Folder      |
| Sent 🔁   | <u>C</u> opy Folder        |
| 🗟 Dele 🔒 | Move Folder                |
| 🧓 Junk 🛄 | Delete Folder              |
| Outl 🝙   | Mark All as R <u>e</u> ad  |
| Retri    | Clean Up <u>F</u> older    |
| Sear 🙀   | Delete All                 |
|          | Show in <u>Favorites</u>   |
| Mail 😽   | Properties                 |

This will then show the shared mailbox folder in your Outlook Favourites at the top of the screen, where it is easier to see incoming messages.

| Favorites                     | <               |
|-------------------------------|-----------------|
| 🔁 Inbox (494) - A.Spedding@   | exeter.ac.uk    |
| Drafts [1]                    |                 |
| 🔄 Sent Items                  |                 |
| Deleted Items (44)            |                 |
| JISC 0365 user group (52)     | 3)              |
| Inbox (868) - University of E | Exeter - Office |