How to add a Shared Mailbox as an additional account in Outlook
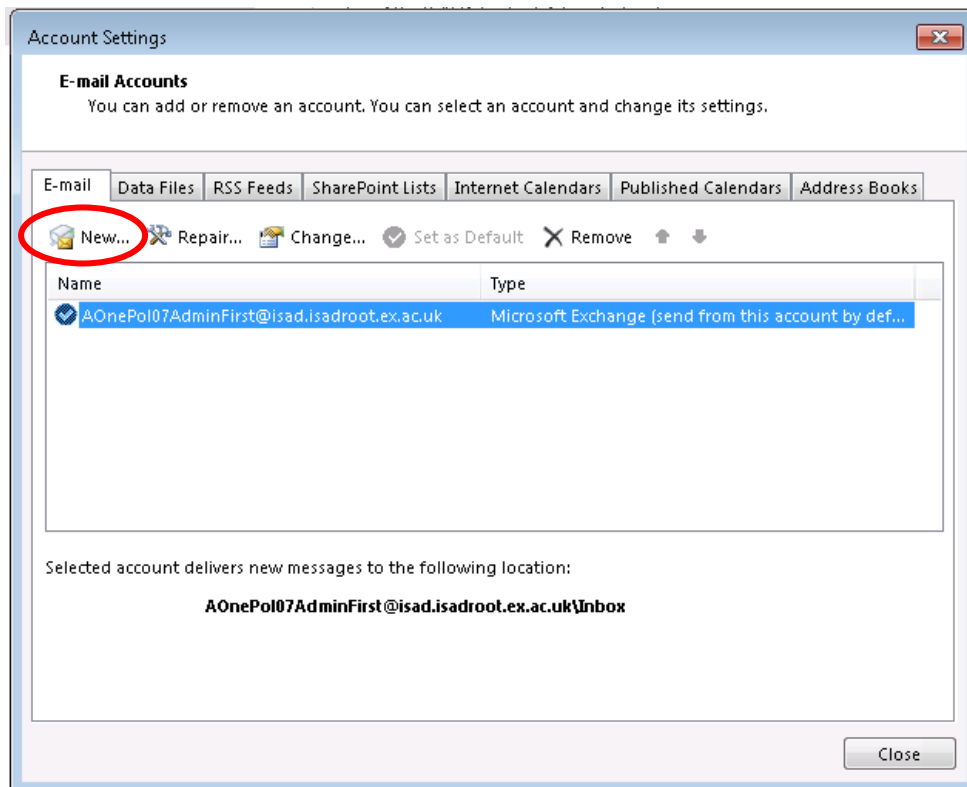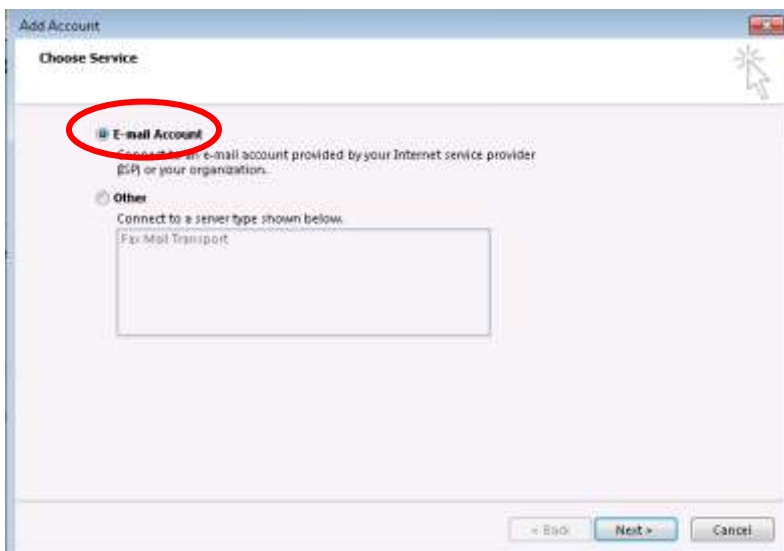
If you need any help with this set up, please contact SID

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**:
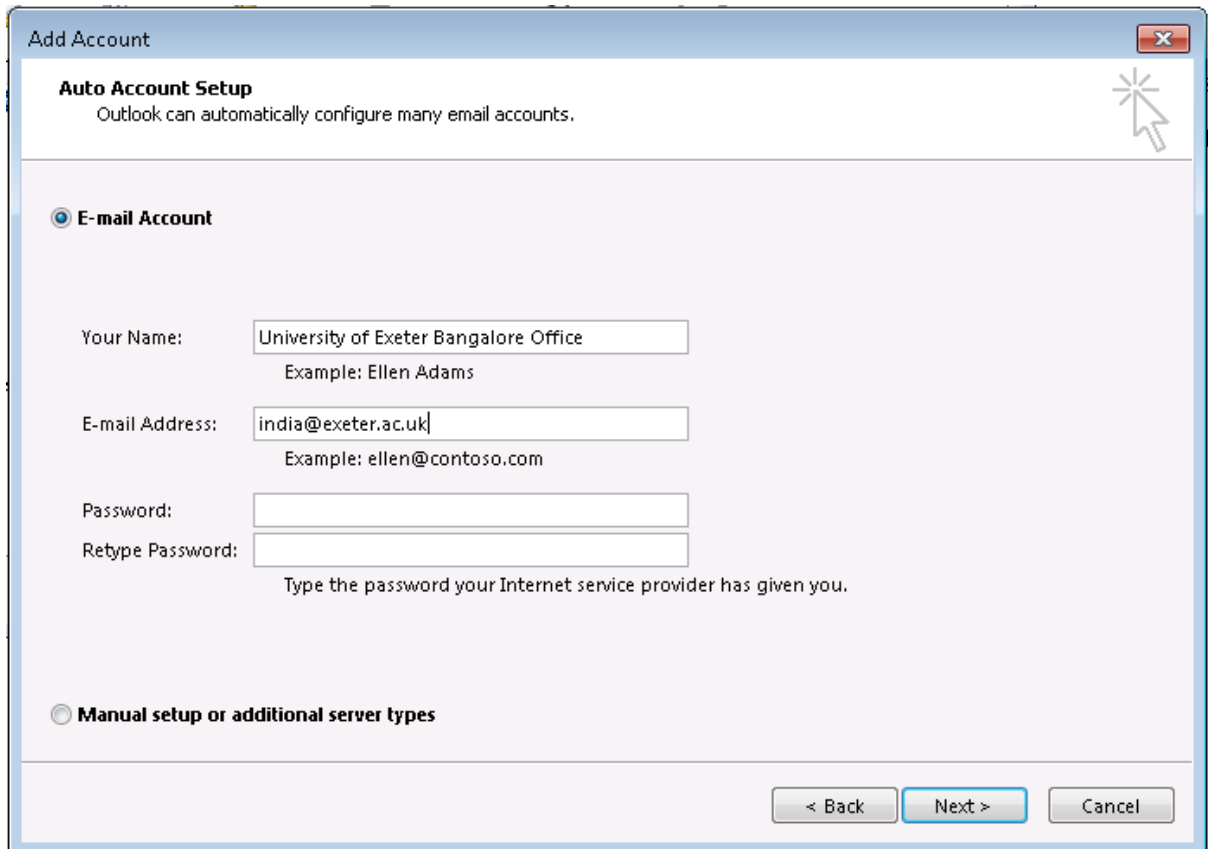

3. Select **E-mail Account** and click **Next**:

4. 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
Leave the password blank and click **Next:**
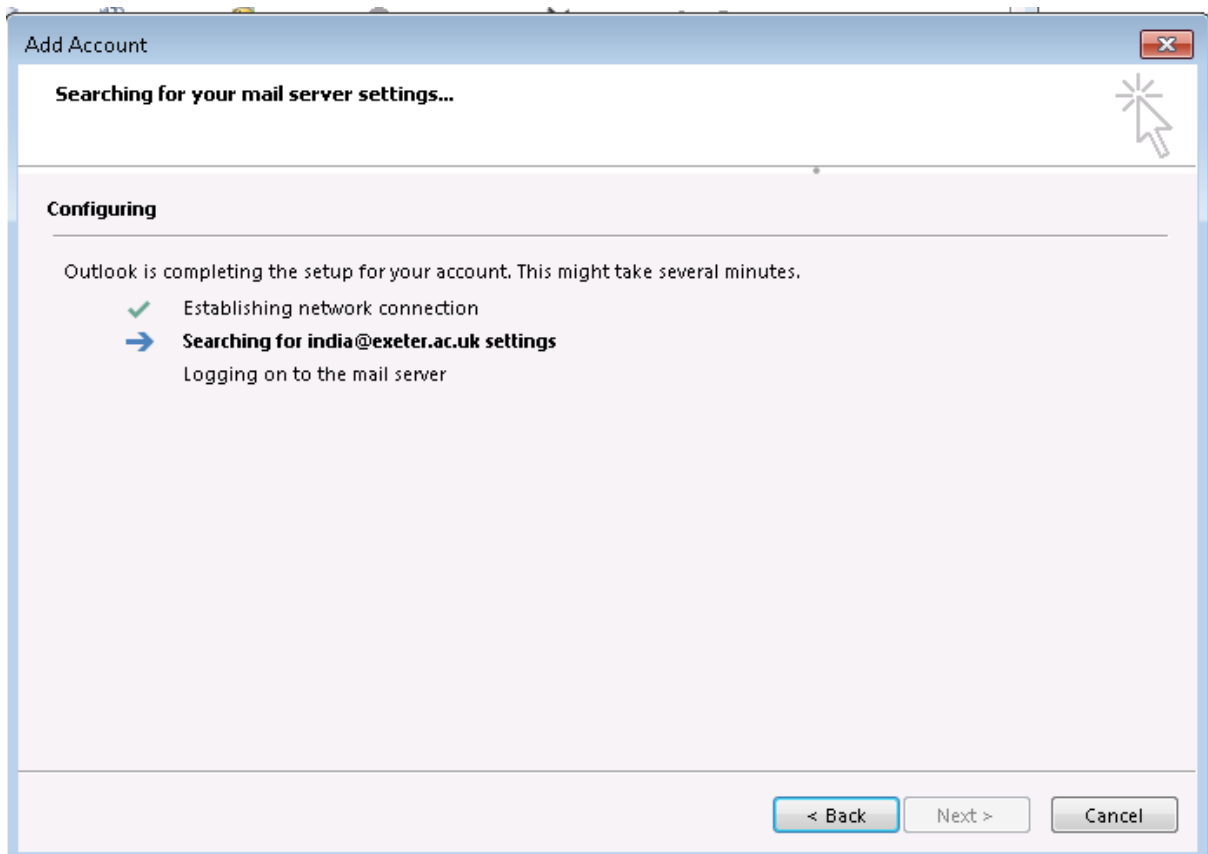
5. This should then search for the mailbox's settings:

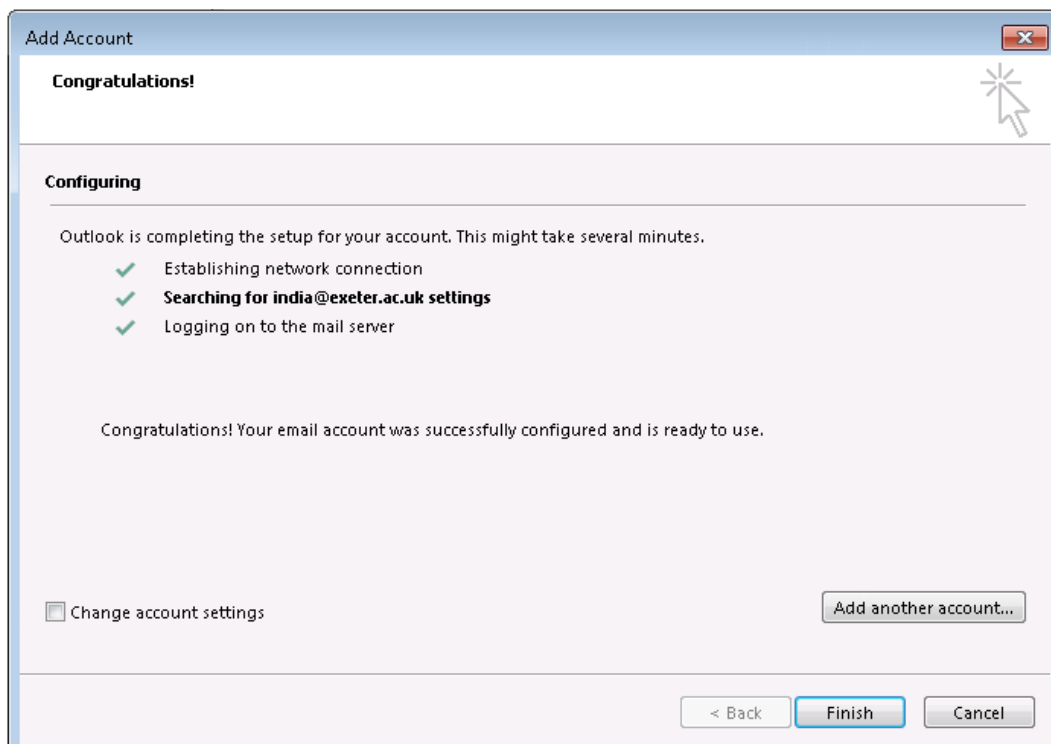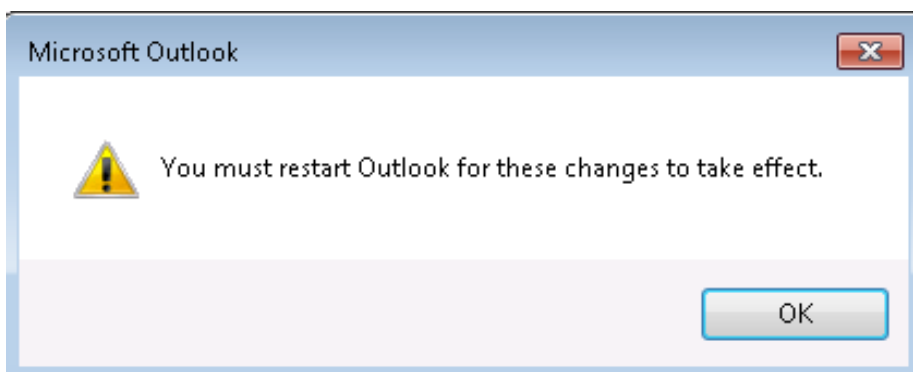6. Once found, it should prompt for your credentials.

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

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

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**

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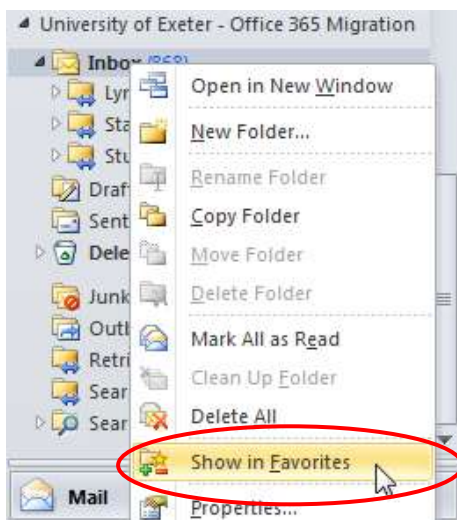
   This will then show the shared mailbox folder in your Outlook Favourites at the top of the screen, where it is easier to see incoming messages.