Adding Shared Mailboxes

Mailbox permissions are added by the Systems Team.

You can request a new mailbox or permissions for accessing an existing mailbox.

Please send your request including preferred name of the mailbox and the authorized users to itsysaid@millersville.edu.

Only full time staff are authorized to submit such requests.

PC users will find the mailbox in their Folders list on the left side of their Outlook Desktop screen.

- *NOTE* It can take up to 24 hours after permission is granted for the mailbox to show up.
- See the Outlook Web (OWA) instructions below for immediate/temporary access to the mailbox or to troubleshoot permissions.

Mac users will have to use the following procedure to add the mailbox to their Outlook account profile:

To open the shared mailbox.

Click Accounts on the Tools menu.

Click Advanced.
Click Delegates. Add the mailbox under People I am a delegate for.

Once you add the mailbox to the delegates panel, Click OK.

The mailbox will appear in the left hand column (Folder List).

Open a Shared Mailbox using the Office 365 Outlook Web (OWA) (one-time)

1. Log into Office 365 OWA by navigating to https://outlook.office.com
2. Log in with your full email address and password.
3. Click your user icon (upper right) and select the option "Open another mailbox..."
4. Enter the name or email address of the shared mailbox in the mailbox field, select the mailbox, and click "Open".

Add a Shared Mailbox to your View in Office 365 Outlook Web (OWA) (persistent) (current version)

Note: Use these instructions if you have not toggled the “Try the new Outlook feature” on

1. Log into Office 365 OWA by navigating to https://outlook.office.com
2. Log in with your full email address and password.
3. Go to the left navigation pane.
4. Under folders click 'More'.
5. Right click on your name.
6. Click ‘Add shared folder’
7. Enter the name or email address of the shared mailbox
8. Click Add

Add a Shared Mailbox to your View in Office 365 Outlook Web (OWA) (persistent) (NEW version)

Note: Use these instructions if you have toggled the "Try the new Outlook feature" on

1. Log into Office 365 OWA by navigating to https://outlook.office.com
2. Log in with your full email address and password.
3. Go to the left navigation pane.
4. Right click on ‘Folders’.
5. Click ‘Add shared folder’
6. Enter the name or email address of the shared mailbox
7. Click Add