Adding Shared Mailboxes

- PC instructions
- Mac instructions
- Outlook Online (via a browser)
  - Open a Shared Mailbox in a separate tab (one time)
  - Add a Shared Mailbox to your folder view (persistent)

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 instructions

PC users that use the Outlook application will automatically find the mailbox in their Folders list on the left side of their Outlook Desktop Application screen.

- *NOTE* It can take up to 24 hours after permission is granted for the mailbox to show up.
- Users that use Outlook Online via a browser you will have to manually add the folder.
  - Instructions below.

Mac instructions

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 "Open these additional mailboxes".

![Mac Mailbox Delegates](image)
Once you add the mailbox to the delegates panel, Click OK.

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

Outlook Online (via a browser)

Open a Shared Mailbox in a separate tab (one time)

1. Log into Microsoft Online by navigating to https://office.com
2. You will see all your apps on the left menu.
   a. Launch Outlook.
3. Log in with your full email address and password.
   a. Note this is SSO and you already may be signed on in your browser session.
4. Click your user icon (upper right) and select the option "Open another mailbox..."
5. 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 folder view (persistent)

1. Log into Microsoft Online by navigating to https://office.com
2. You will see all your apps on the left menu.
   a. Launch Outlook.
3. Log in with your full email address and password.
   a. Note this is SSO and you already may be signed on in your browser session.
4. Go to the left navigation pane.
5. Right click on 'Folders'.
6. Click 'Add shared folder'
7. Enter the name or email address of the shared mailbox
8. Click Add