



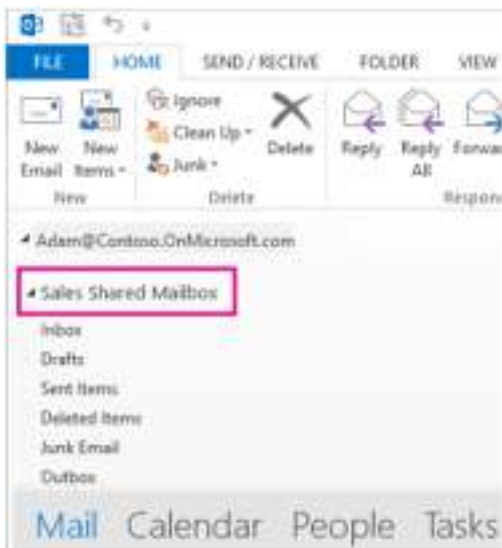
Outlook - Email: Share mailbox

Open and use a shared mailbox in Outlook

A shared mailbox makes it easy for a group of people to monitor and send email from a public email alias like info@contoso.com. When a person in the group replies to a message sent to the shared mailbox, the email appears to be from the shared address, not from the individual user. You can also use the shared mailbox as a shared team calendar. A shared mailbox is not designed for direct log on though. The user account for the shared mailbox itself should stay in disabled state.

Add a shared mailbox to Outlook

After your admin has added you as a member of a shared mailbox, close and then restart Outlook. The shared mailbox should automatically display in your Folder pane in Outlook.



What if it didn't work?

- If your admin only recently added you to a shared mailbox, it may take a few minutes before the shared mailbox appears. Wait a bit and then close and restart Outlook again.
- If that didn't work, then manually add the shared mailbox to Outlook:
 - a. Open Outlook.
 - b. Choose the **File** tab in the ribbon.
 - c. Choose **Account Settings**, then select **Account Settings** from the menu.
 - d. Select the **Email** tab.
 - e. Make sure the correct account is highlighted, then choose **Change**.
 - f. Choose **More Settings > Advanced > Add**.



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- g. Type the shared email address, such as info@contoso.com.
- h. Choose **OK** > **OK**.
- i. Choose **Next** > **Finish** > **Close**.

Send mail from the shared mailbox

1. Open Outlook.
2. Choose **New Email**.
3. If you don't see the **From** field at the top of your message, choose **Options** > **From**.
4. Click **From** in the message, and change to the shared email address. If you don't see your shared email address, choose **Other email address** and then type in the shared email address.
5. Choose **OK**.
6. Finish typing your message and then choose **Send**.

From now on when you want to send a message from your shared mailbox, the address will be available in your From drop down list.

Whenever you send a message from your shared mailbox, your recipients will only see the shared email address in the message.

Reply to mail sent to the shared mailbox

1. Open Outlook.
2. Open the email message you want to reply to.
3. **From** field at the top of your message, you should see the name of your shared mailbox. If you don't, choose the From dropdown box and choose your shared mailbox.
4. Finish typing your message and then choose **Send**.

When you want to send a message from your shared mailbox, the address will be available in your From drop down list.

Whenever you send a message from your shared mailbox, your recipients will only see the shared email address in the message.

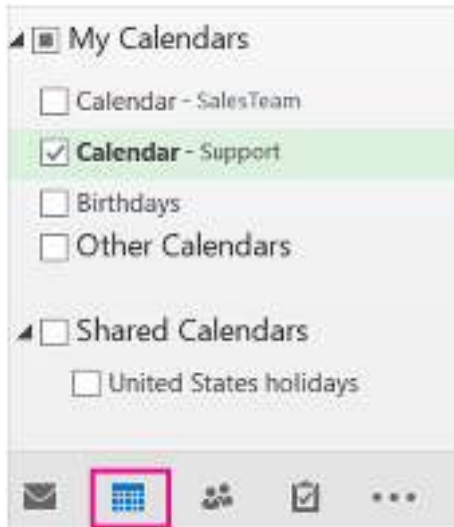
Use the shared calendar

After your admin has added you as a member of shared mailbox, close and then restart Outlook. The shared calendar associated with the shared mailbox is automatically added to your **Calendars** list.

1. In Outlook go to calendar view, and choose the shared mailbox.



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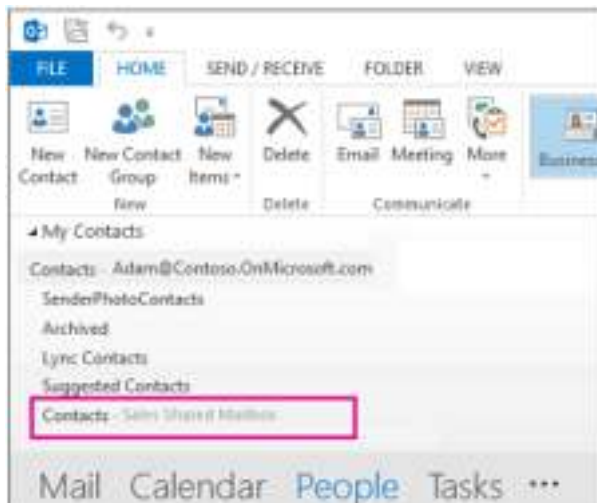


2. When you enter appointments, everyone who is a member of the shared mailbox will be able to see them.
3. Any member of the shared mailbox can create, view, and manage appointments on the calendar, just like they would their personal appointments. Everyone who is a member of shared mailbox can see their changes to the shared calendar.

Use the shared contact list

After your admin has added you as a member of shared mailbox, close and then restart Outlook. The shared contact list associated with the shared mailbox is automatically added to your **My Contacts** list.

1. In Outlook, choose **People**.
2. Under **My Contacts**, choose the contacts folder for the shared contacts list.





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Use a shared mailbox on a mobile device (phone or tablet)

To access a shared mailbox on a mobile device, use the following steps.

1. Sign in to your primary account in Outlook for iOS or Android.
2. Tap the **Add Account** button in the left navigation pane, then tap **Add a Shared Mailbox**.



3. If you have multiple accounts in Outlook Mobile, select the account that has permissions to access the shared mailbox.



After the account setup process completes, the shared mailbox will display in your account list in Outlook for iOS or Outlook for Android.



Outlook - Email: Share mailbox

To remove a shared mailbox, go to **Settings > Accounts**. Then tap on the shared mailbox and select **Delete Account**.

Access another person's mailbox

You can access another person's mailbox if you have been granted the appropriate permissions to their mailbox.

Consider these scenarios:

- A manager needs an assistant to monitor email on his or her behalf. In this scenario, an assistant that has been granted the appropriate permissions to a manager's mailbox can view the manager's mailbox.
- A manager needs an assistant to monitor a specific folder on his or her mailbox. In this scenario, an assistant that has been granted the appropriate permissions to a folder in a manager's mailbox can view only the contents of that particular folder of the manager's mailbox.

Note: This feature is only available to Microsoft 365 email accounts and other Microsoft Exchange-based accounts.

The steps in this article assume that you have already been granted the appropriate permissions to the other person's mailbox.

Manage another person's mail and calendar items

There are two ways to work with another person's Outlook folders — sharing folders and entrusting someone to act on your behalf.

Note: A Microsoft 365 for business or other Exchange-based account is required.

Folder sharing lets other people access one or more folders. However, it does not include permissions for them to act on your behalf. For example, a person who can access your folders can't reply to email messages or respond to meeting requests for you.

Using **Delegate Access**, you can give someone permission to act on your behalf. For example, you might have an assistant that you want to create and respond to meeting requests for you. Some assistants might also monitor a manager's **Inbox** and send email on behalf his or her behalf.

For more information, please refer to the Microsoft training resource page [HERE](#)