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Shared Email Account/Mailbox via Outlook

William Crehore - 2021-10-26 - Communication & Collaboration

Email accounts & mailboxes can be delegated to multiple people for shared use.

A request for a shared mailbox can be submitted at https://go.vcu.edu/SOMTicket

After access to a mailbox has been delegated, it may take up to 1 hour for the changes to take effect.

Adding Mailbox to Outlook (Windows, macOS, Outlook Web Access)

Windows Outlook client

- 1. Click File
- 2. Click Account Settings, then select Account Settings again Outlook Today - Outlook (ϵ) Account Information John.Harper@vcuhealth.org Open & Export -Microsoft Exchange Add Account Account and Social Network Settings Print Change settings for this account or set up more Account connection Settings Access this account on the web. 5.com/owa/vcuhealth.org Account Settings... orks. Add and remove accounts or change existing connection settings. Change Social Network Accounts Exit Configure Office to connect to social networks. (Out of Office) Delegate Access ify others that you are out of office, on vacation, or -mail messages Give others permission to receive items and respond on your behalf. Download Address Book... Download a copy of the Global Address Book lbox by emptying Deleted Items and archiving. Manage Mobile Notifications :=`` 3. Select your @VCUHealth.org account and click Change

	IIEZ Renkv & Delete 🗧 Create New 🛛 🐨
Account Se	ttings 🛛 💽
E-mail A You	Accounts 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
🧟 New.	狫 Repair 🚰 Change 📀 Set as Default 🗙 Remove 🔹 🖶
Name	Туре
John	.Harper@vcuhealth.org Microsoft Exchange (send from this account by def
Selected a	account delivers new messages to the following location:
	John.Harper@vcuhealth.org\Inbox
	in data file C:\Users\jharper4\\Outlook\John.Harper@vcuhealth.org.ost
	Close

4. Click More Settings

Change Account		×
Server Settings Enter the Microsoft Exchange Ser	ver settings for your account.	×
Server Settings		
Server:	90-e6fd-471e-a66e-10c65b91b9db@vcuhealth.org	
User Name:	John.Harper@vcuhealth.org	Check Name
Offline Settings		
Use Cached Exchange Mode	_	
Mail to keep offline:	· · · · · ·	All
		More Settings

5. Click the Advanced tab, and under Open These Additional Mailboxes click Add.

Microsoft Exchange
General Advanced Security
Mailboxes
Open these additional mailboxes:
Add
Remove
Cached Exchange Mode Settings
☑ Use Cached Exchange Mode
Download shared folders
Download Public Folder Favorites
Outlook Data File Settings
Mailbox Mode
Outlook is running in Unicode mode against Microsoft Exchange.
OK Cancel Apply

6. Type the full email address of the shared mailbox in the Add Mailbox window. Click \mathbf{OK} .

Add Mai	lbox	—X —
Add ma	ilbox: pi@vcuhealth.org	
	ОК	Cancel

- 7. The mailbox will now be listed under Open These Additional Mailboxes.
- 8. Click Apply and OK.
- 9. Click **Next** and then choose **Finish**
- 10. The mailbox should now appear in the navigation pane.

03	~5 ∓			
FILE	HOME	SEND / RECEIVE	FOLDER	VIEW
New New	ew ns *	gnore Clean Up • Delete	Reply Reply All	Forward
▲ Favorite Inbox Sent Iter Drafts	25 Jui Ma pre thi or jur	nk ark the selected iten event items sent by is sender's domain, mailing list from be nk.	ns as junk or this sender, or this group ing marked as	iy, July 1
▷ VCUHS	O365 Info arper@vc	uhealth.org		
⊳ GME N	PI			

11. It may take some time for the mailbox to fully load all email, especially if it contains a large amount of email.

macOS Outlook client

1. Open Outlook Preferences



- Go to Accounts
 Open Advanced

Default Account william.crehore@vcuh william.crehore@vcuhealth.org	E 8	william.crehore@vcuhealth.org Exchange/Office 365 Account
	Account description:	william.crehore@vcuhealth.org
	Personal information	
	Full name:	William Crehore
	E-mail address:	william.crehore@vcuhealth.org
	Authentication	
	Method:	User Name and Password \$\$
	User name:	william.crehore@vcuhealth.org
	Password:	•••••
		Advanced
+- *-		Advanced

- Go to the **Delegates** tab
 Under **Open these additional mailboxes:** click the + to add the mailbox

Defaul wi	Server Delegates Security	
will	Delegates who can act on my behalf:	
	Send my meeting-related messages to:	
		0
	Open these additional mailboxes:	
	SOM Security <somsecurity@vcuhealth.org></somsecurity@vcuhealth.org>	
+	Cancel OK	

 $6. \ \mbox{Type} \ \mbox{in the mailbox} \ \mbox{address} \ \mbox{to search}, \ \mbox{choose} \ \mbox{the appropriate} \ \mbox{result}, \ \mbox{and} \ \mbox{click} \ \mbox{Add}$

			Choo	se a Pers	on		
Q :	somsec	urity					8
s,	SOM Somse	Security	ubealth.or				
ſ		ountyere					
		Туре	your share	d mailbo	x addres	s here	
						01	
						Cancel	Add

- 7. Click OK to go back to Accounts. You can now close out of Preferences
- 8. The mailbox will begin to load, it may take a few minutes. You'll see two new entries on your left sidebar. An entry for **All Accounts** and one for the new mailbox you added.



Optional: Outlook Web Access

1. Login to OWA & click More in the left sidebar



2. Right click on your name > Select Add Shared Folder

	Dam Holtz		Jav De
7	Pan nonz	Create new folder	VA
	VCUHS O365 Inf	Rename	Ν
		Delete	itic
		Empty folder	Gi 36
		Add to Favorites	ity
		Move	ree
		Mark all as read	ity
		Add shared folder	ee
		Assign policy	> R(
		Permissions	0
			IVIICI OS

- $3. \ \ Search \ for \ the \ mailbox \ you \ want \ to \ add$
- 4. Find the mailbox $\&\ click\ once\ to\ select\ it\ \&\ click\ Add$

Add shared folder

Enter the name or email address of a user who has shared folders with you.



5. The shared mailbox will now appear in the left sidebar

Office 365	Out
① New	
Search Mail and People	
€ Folders	+
 Favorites 	+
Pam Holtz	+
VCUHS O365 Info	
Enterprise_Analytics	
Deleted Items	
Drafts	
Inbox	
Junk Email	
Notes	
Sent Items	