VCU SOMTech
School of Medicine

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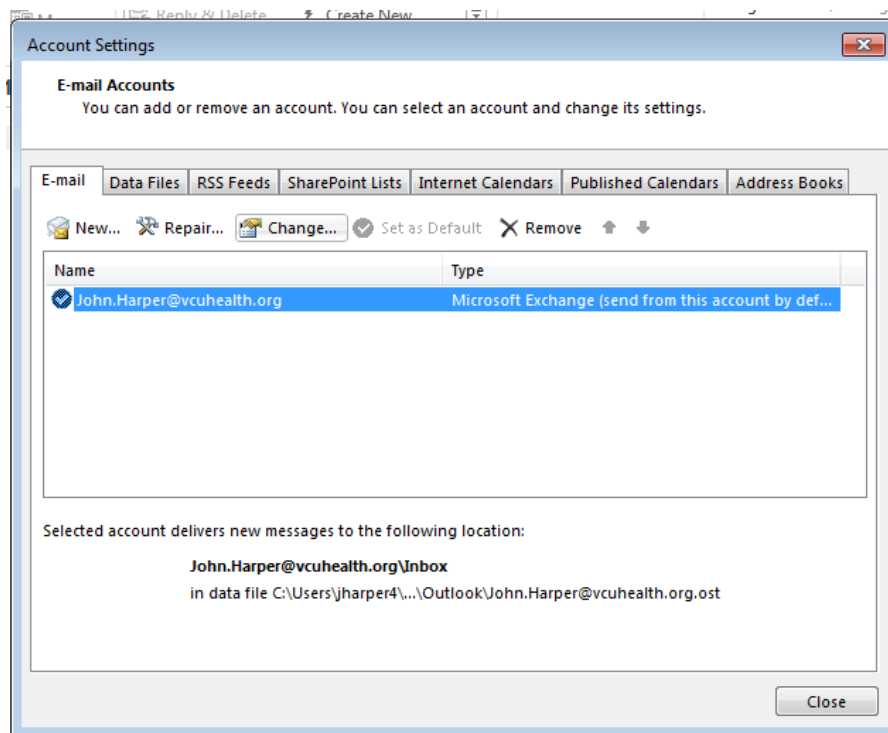
Adding Mailbox to Outlook (Windows, macOS, Outlook Web Access)
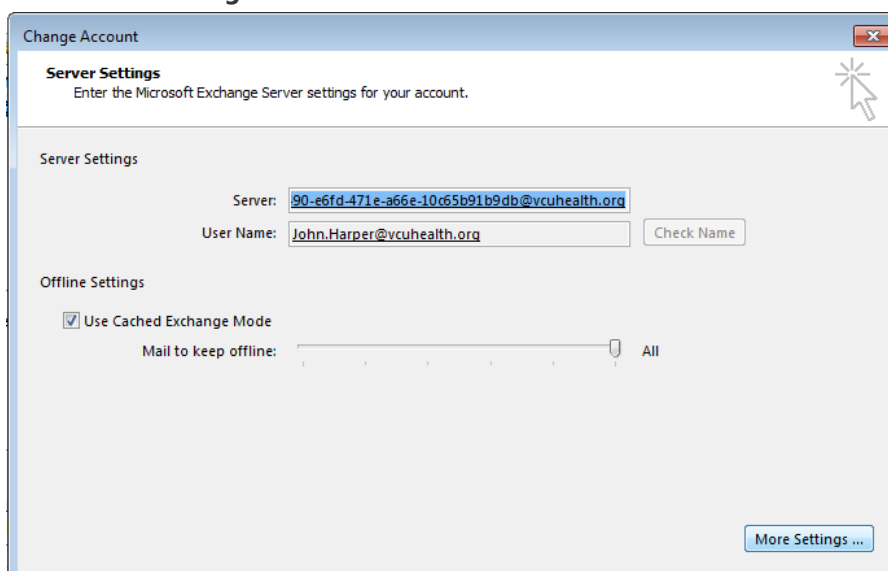
Windows Outlook client

1. Click **File**
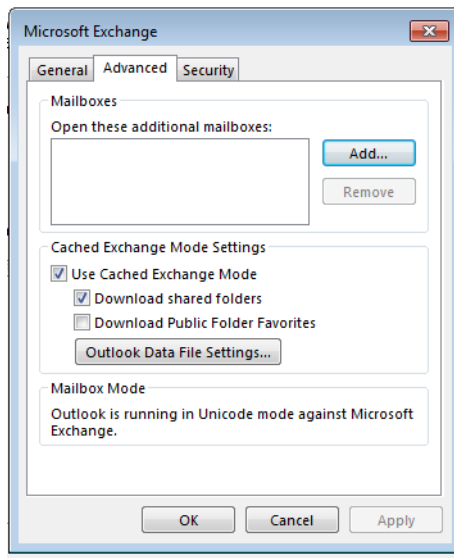2. Click **Account Settings**, then select **Account Settings** again
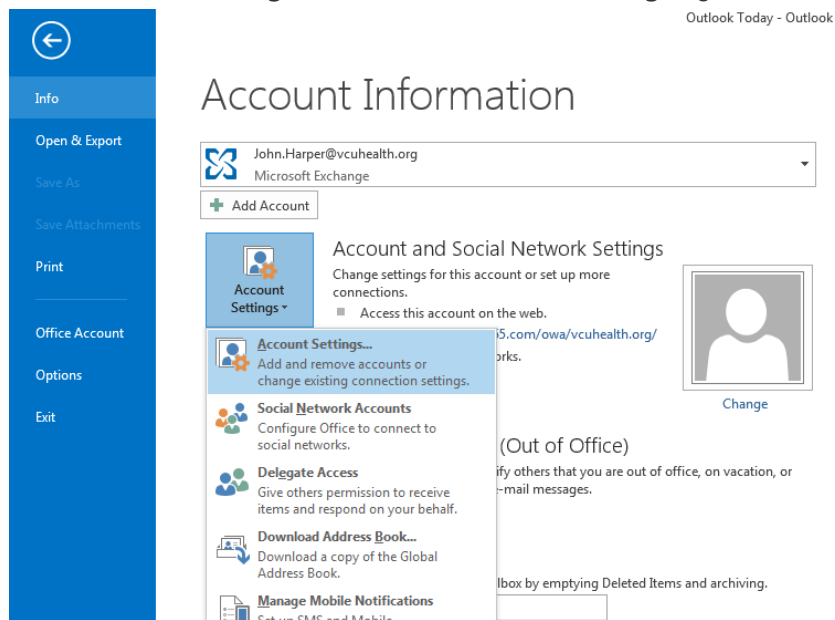
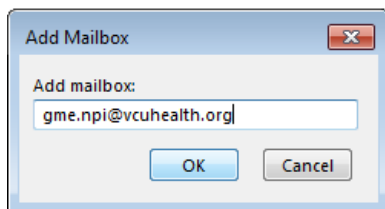3. Select your @VCUHealth.org account and click **Change**

4. Click **More Settings**

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

6. Type the full email address of the shared mailbox in the Add Mailbox window. Click **OK**.
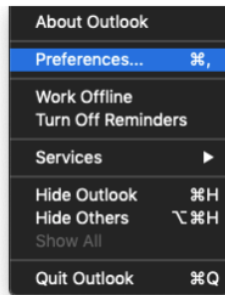

7. The mailbox will now be listed under Open These Additional Mailboxes.
8. Click **Apply** and **OK**.
9. Click **Next** and then choose **Finish**
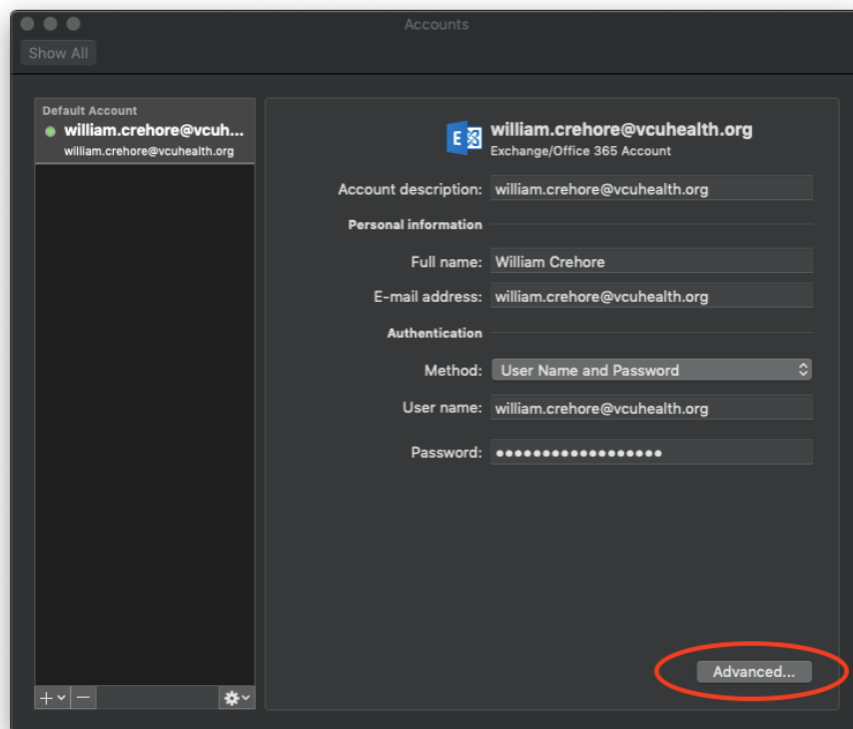10. The mailbox should now appear in the navigation pane.
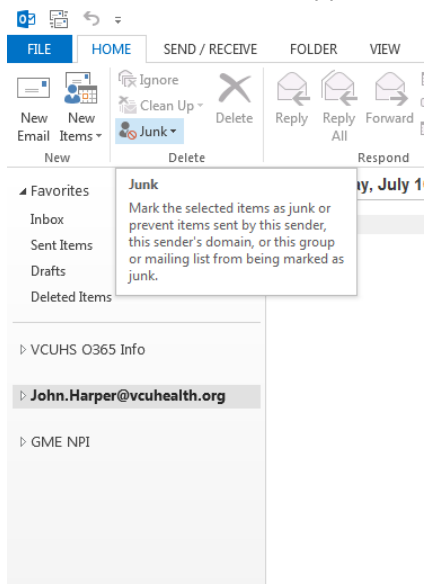
11. It may take some time for the mailbox to fully load all email, especially if it contains a large amount of email.
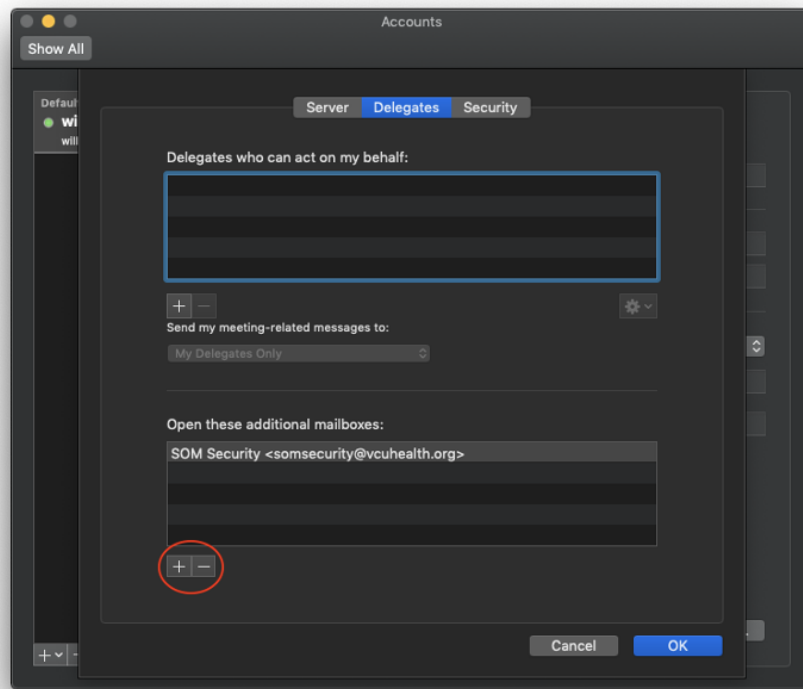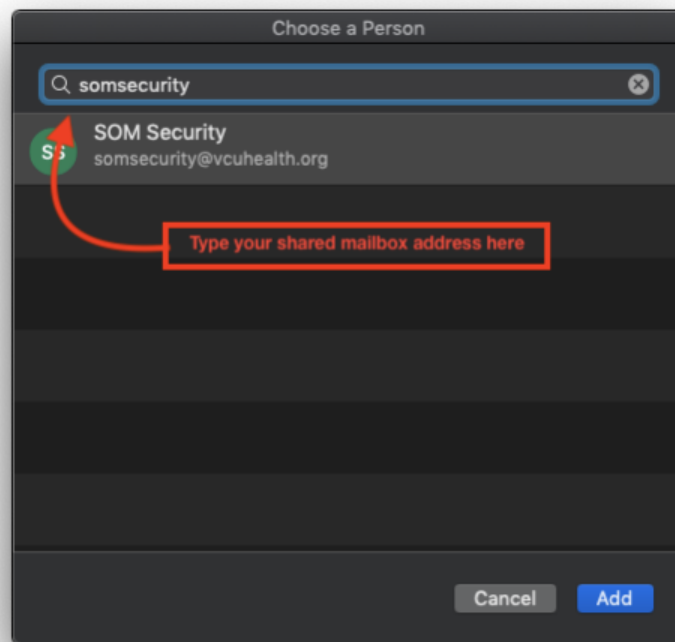
macOS Outlook client

1. Open Outlook **Preferences**

2. Go to **Accounts**
3. Open **Advanced**

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

6. Type in the mailbox address to search, choose the appropriate result, and click **Add**
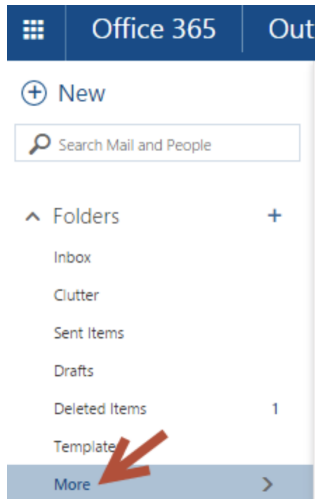

7. **Click OK to go back to Accounts. You can now close out of Preferences**
8. The mailbox will begin to load, it may take a few minutes. You'll see two new entries on your left sidebar. An entry for **All Accounts** and one for the new mailbox you added.
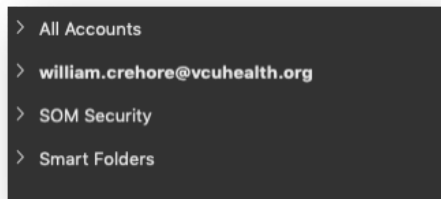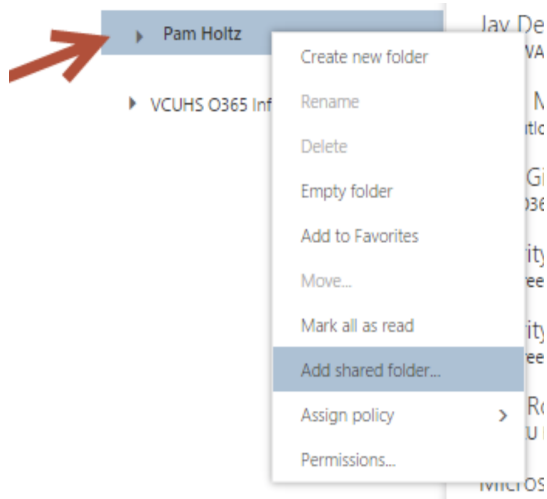
Optional: Outlook Web Access

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

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

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.

Enterp

Enterprise_Analytics
EnterpriseAnalytics@vcuhealth.org

🔎 Search contacts and directory

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

⊞   Office 365 | Ou

⊕ New

🔎 Search Mail and People

⊕ Folders   📌

▶ Favorites   +

▶ Pam Holtz   +

▶ VCUHS O365 Info

◢ Enterprise_Analytics

    Deleted Items

    Drafts

    Inbox

    Junk Email

    Notes

    Sent Items