

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.

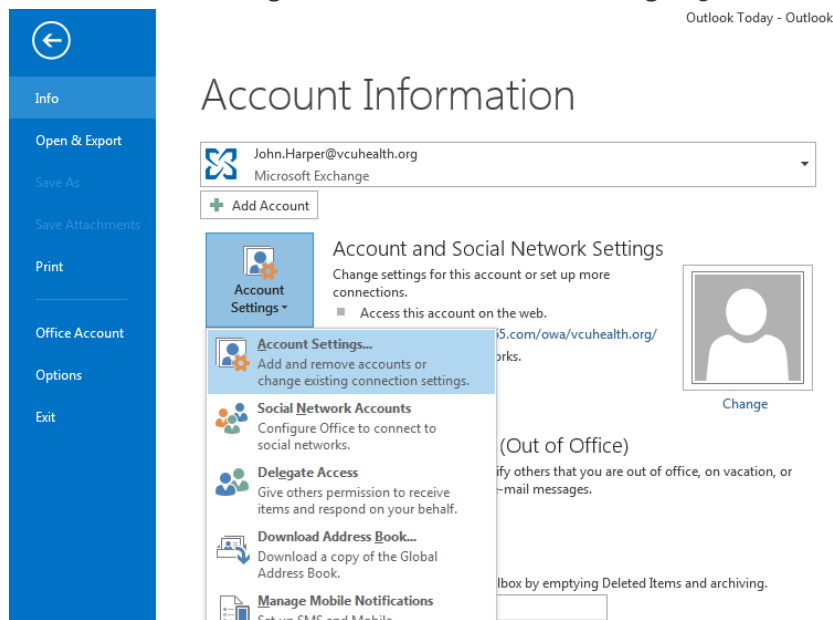
A request for a shared mailbox can be submitted at <https://go.vcu.edu/SOMTicket>

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

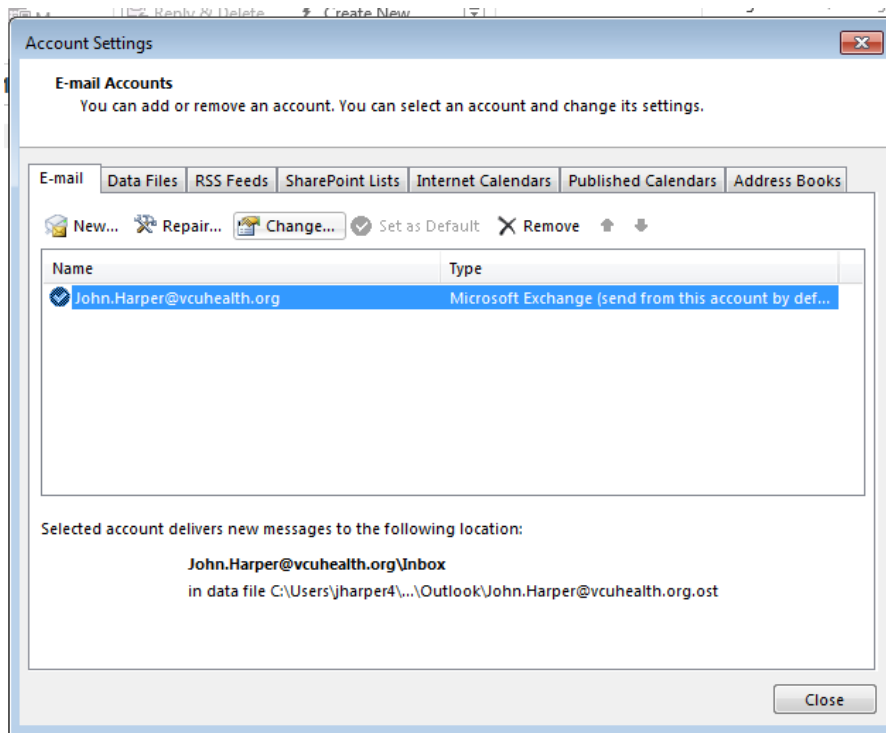
Adding Mailbox to Outlook (Windows, macOS, Outlook Web Access)

Windows Outlook client

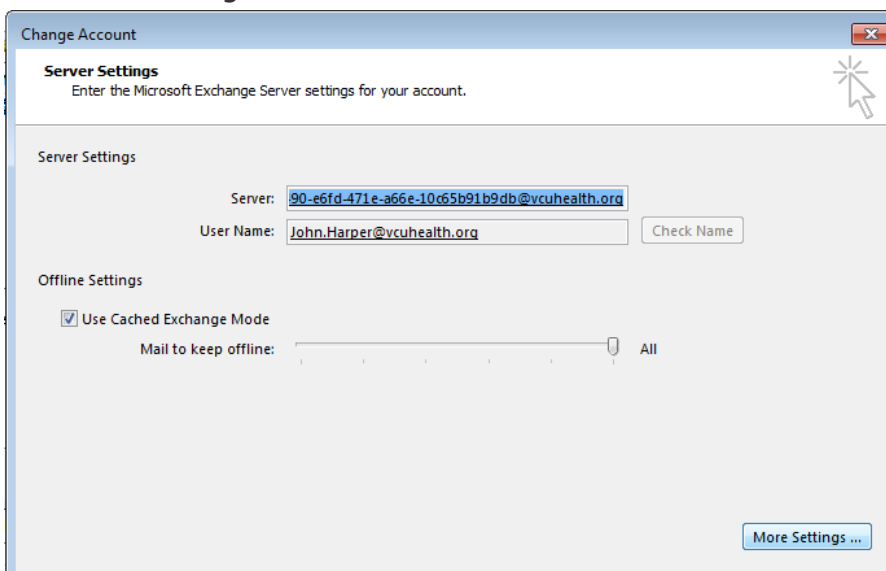
1. Click **File**
2. Click **Account Settings**, then select **Account Settings** again



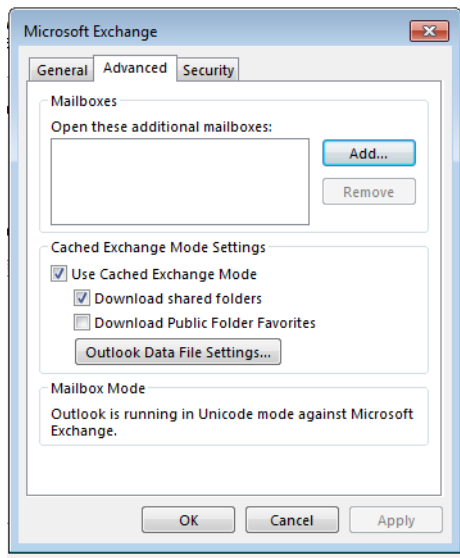
3. Select your @VCUHealth.org account and click **Change**



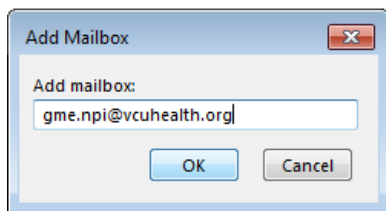
4. Click **More Settings**



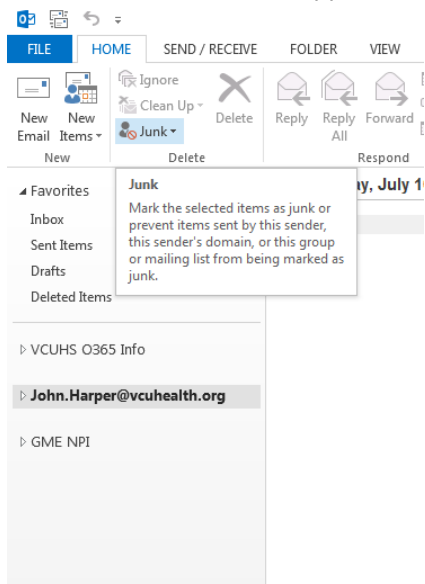
5. Click the **Advanced tab**, and under **Open These Additional Mailboxes** click **Add**.



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



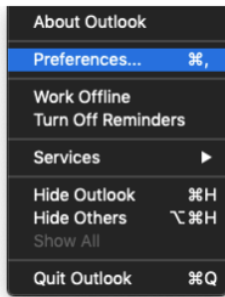
7. The mailbox will now be listed under Open These Additional Mailboxes.
8. Click **Apply** and **OK**.
9. Click **Next** and then choose **Finish**
10. The mailbox should now appear in the navigation pane.



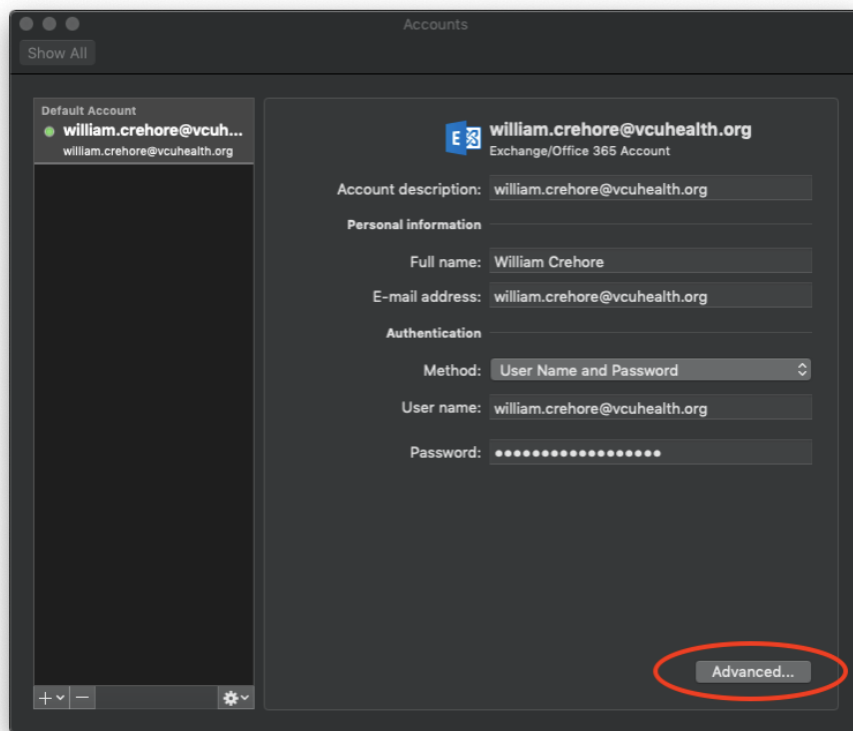
11. It may take some time for the mailbox to fully load all email, especially if it contains a large amount of email.

macOS Outlook client

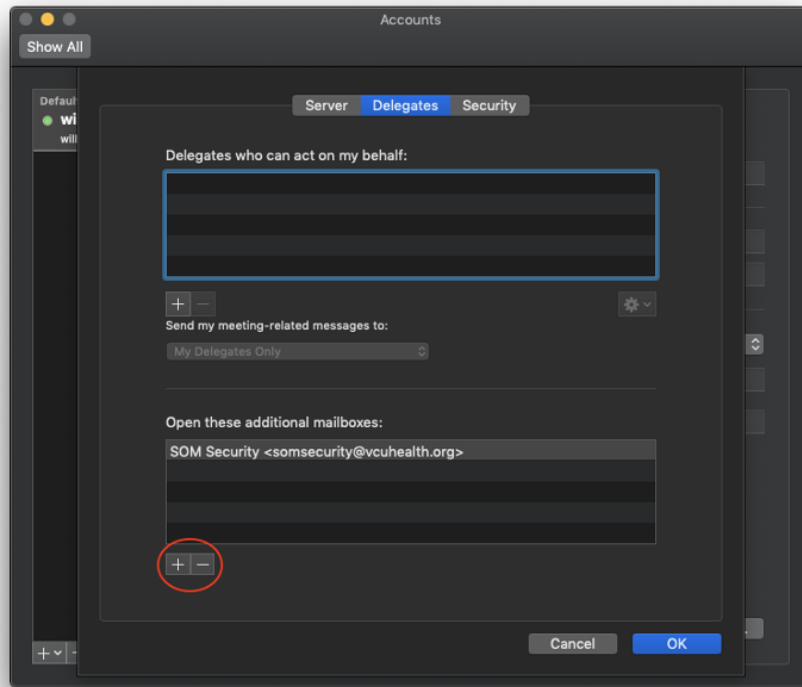
1. Open Outlook **Preferences**



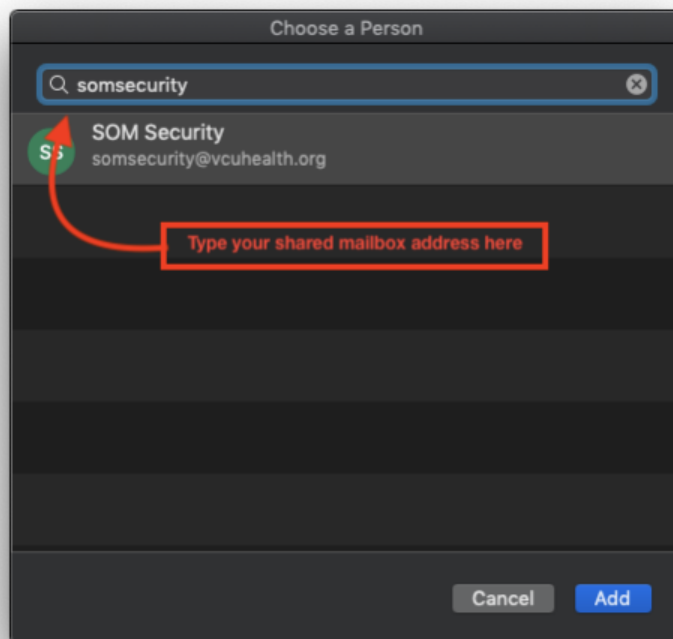
2. Go to **Accounts**
3. Open **Advanced**



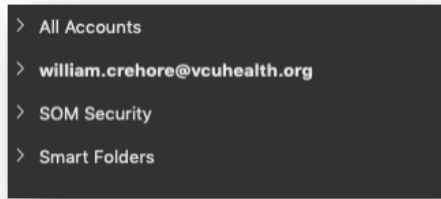
4. Go to the **Delegates** tab
5. Under **Open these additional mailboxes**: click the + to add the mailbox



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

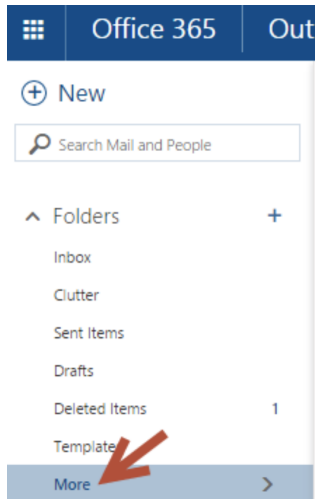


7. **Click OK to go back to Accounts. You can now close out of Preferences**
8. The mailbox will begin to load, it may take a few minutes. You'll see two new entries on your left sidebar. An entry for **All Accounts** and one for the new mailbox you added.

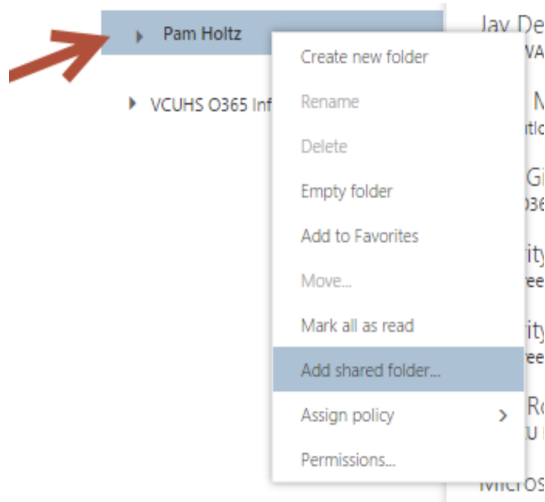


Optional: Outlook Web Access

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



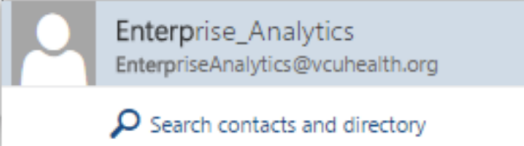
2. Right click on your name > Select **Add Shared Folder**



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.



The dropdown menu shows a user profile for **Enterprise_Analytics** with the email address **EnterpriseAnalytics@vcuhealth.org**. Below the profile is a search bar with the text "Search contacts and directory".

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

