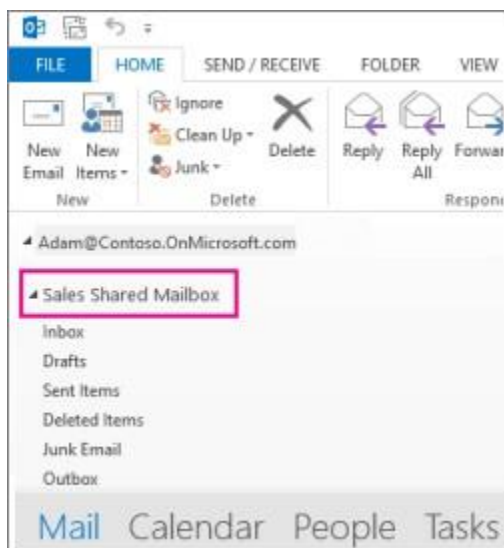


# Open Shared Mailboxes using Outlook Desktop Client

## Access a shared mailbox

If you have permissions to a shared mailbox, the shared mailbox will automatically display in your Folder pane in Outlook.

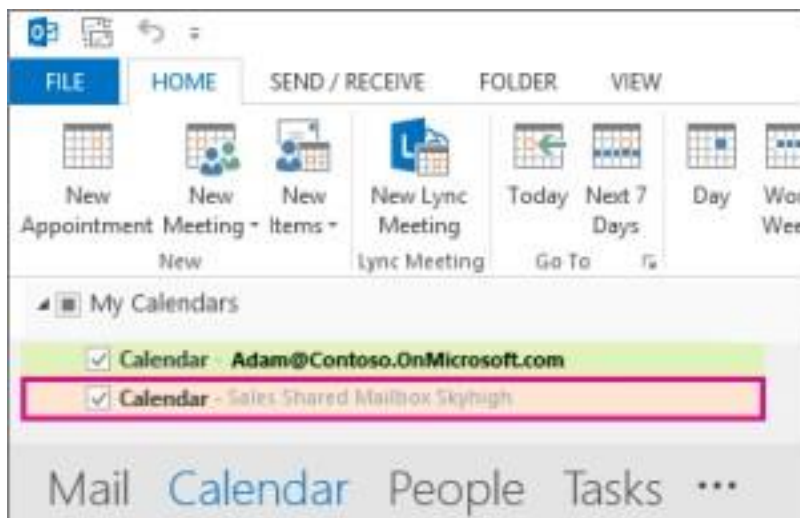


**Note:** If your admin only recently provided you access to a shared mailbox, it may take a short time before the shared mailbox will automatically appear in your Outlook profile. If the shared mailbox doesn't automatically appear, you might need to restart Outlook to see it.

# Open a shared calendar associated with a shared mailbox

If you have permissions to a shared mailbox, the shared calendar associated with the shared mailbox is automatically added to your My Calendars list.

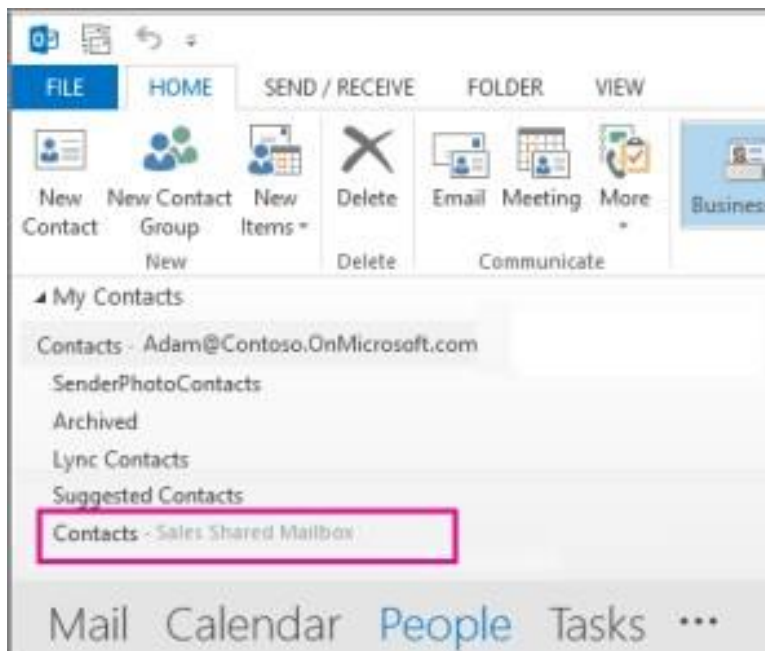
1. In Outlook, choose **Calendar**.
2. In the **Folder** pane, under **My Calendars**, select the shared calendar.



# Open a shared contact list associated with a shared mailbox

If you have permissions to a shared mailbox, the shared contact list associated with the shared mailbox is automatically added to your My Contacts list.

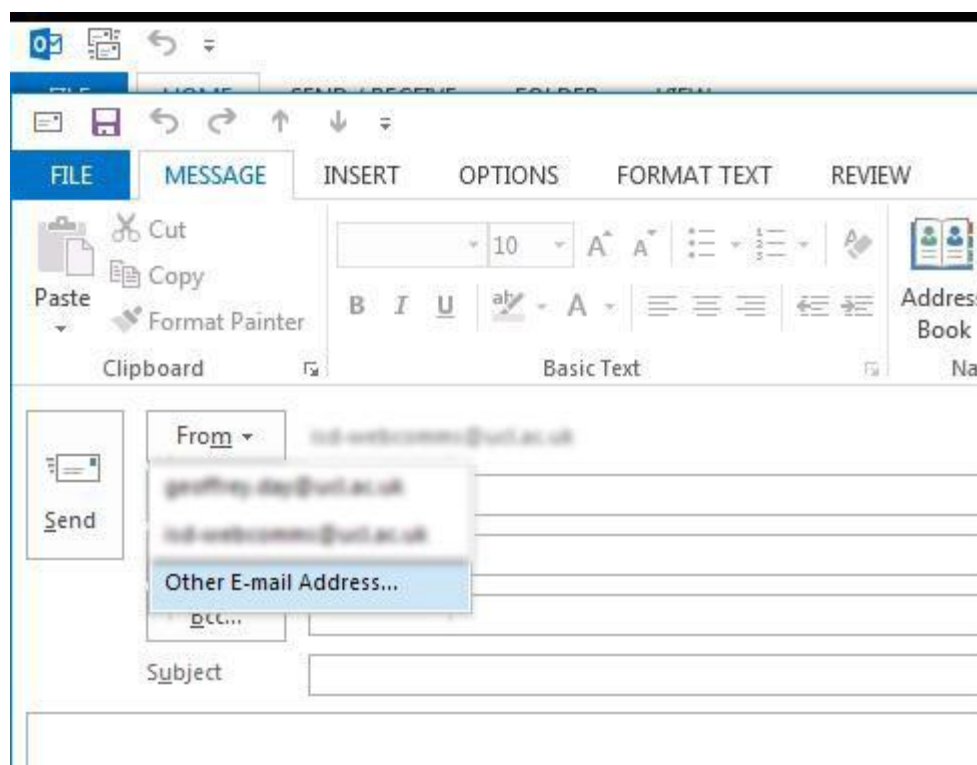
1. In Outlook, choose **People**.
2. Under **My Contacts**, choose the contacts folder for the shared contacts list.



# Sending messages from a Shared Mailbox.

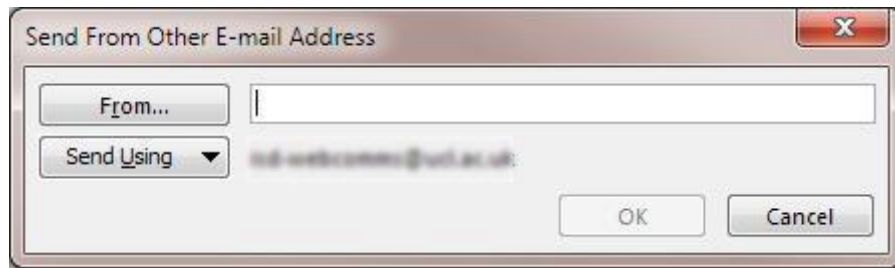
1. Compose a new email. If the **From** field is not already visible (above the **To: ...**field) select **Options > From** within the new email window.

Fig 1 – Select 'Other E-mail Address' in the 'From' field in Outlook.



2. Select the **From** field > **Other Email Address...** When Prompted enter the email address of the shared mailbox and select **OK**. When the **From** field is selected this should now display the email address of the shared mailbox as an available option from now on.

Fig 2 – Send from Other E-mail Address window



3. The new message window can now be closed. If prompted to save the message as a draft you can select **No**, as the '**From**' setting has already been applied.

## What else do I need to know?

- The admin for your organization has to create the shared mailbox and add you to the group of users before you can use it.
- If you feel that you or your team could benefit from a shared mailbox, please have the head of your department Admin. You will need to submit what you want the email address for the shared mailbox to be, the display name, and its corresponding members that will need access. \_\_\_\_\_