Add a shared mailbox to an iPad/iPhone

**Important note:** If you own a non-essex.ac.uk email account, for example edgehotelschool.ac.uk, ukdataservice.ac.uk etc, you must enter the email address as @essex.ac.uk – it will resolve to the correct domain once it’s been setup.

1. Choose **Settings > Mail > Accounts**.
2. Choose **Add Account**.
3. Choose **Other > Add Mail Account**.
4. On the **New Account** screen, enter the following:
   - **Name:** the name of the role account that will be displayed to recipients.
   - **Email:** the role account's email address, for example roleaccount@essex.ac.uk
   - **Password:** your Essex password.
   - **Description:** anything you choose to describe the email account.

![New Account](image)

5. Choose **Next**.
6. Make sure that **IMAP** is selected at the top of the screen.
7. Scroll down to the **Incoming Mail Server** section and enter the following:
   - **Host name:** outlook.office365.com
   - **User Name:** username@essex.ac.uk/the role account email address, for example ralph@essex.ac.uk/roleaccount@essex.ac.uk
   - **Password:** your Essex password (this may already be filled in)

![Incoming Mail Server](image)

8. Scroll down to the **Outgoing Mail Server** section and enter the following:
   - **Host Name:** smtp.office365.com
   - **User Name:** your Essex ID (with @essex.ac.uk after it)
Password: your Essex password

<table>
<thead>
<tr>
<th>OUTGOING MAIL SERVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
</tr>
<tr>
<td>Username</td>
</tr>
<tr>
<td>Password</td>
</tr>
</tbody>
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9. Choose **Next** and wait for the server to verify your settings. When complete choose **Save**.

You'll find the shared account in your Mail app, under Mailboxes, with the description name you gave it in step 4.