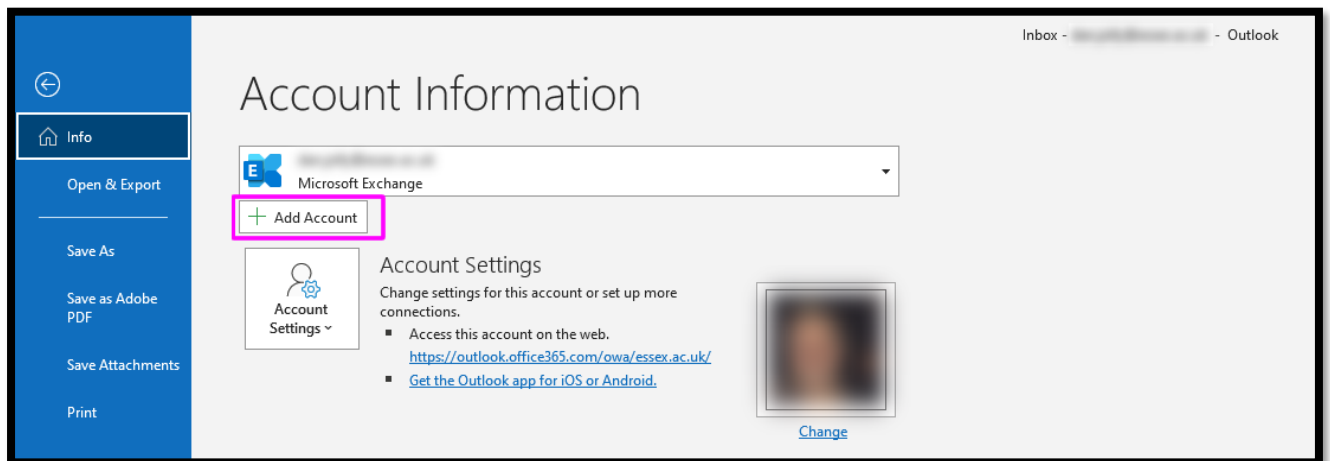


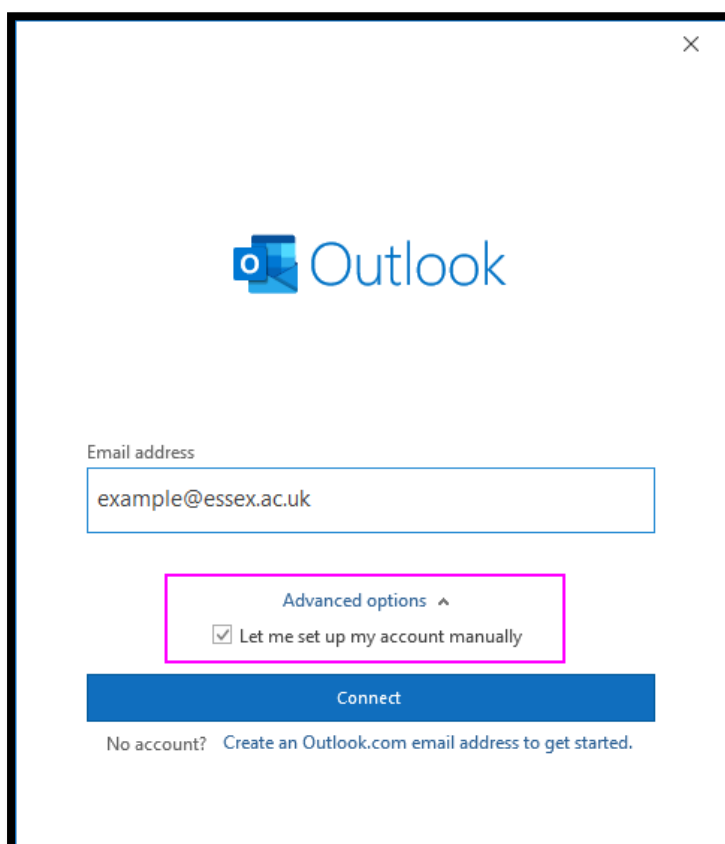
Add a shared mailbox to Outlook

Outlook for Windows

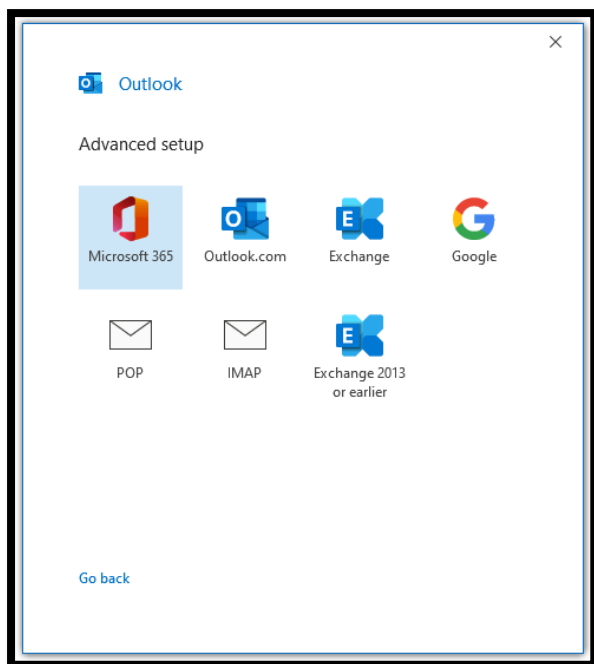
1. Open Outlook and then click **File** → **Info** → **Add Account**



2. Enter the email address of the shared mailbox you want to access.
3. Click **Advanced options** and then tick "Let me set up my account manually".
4. Click **Connect**.

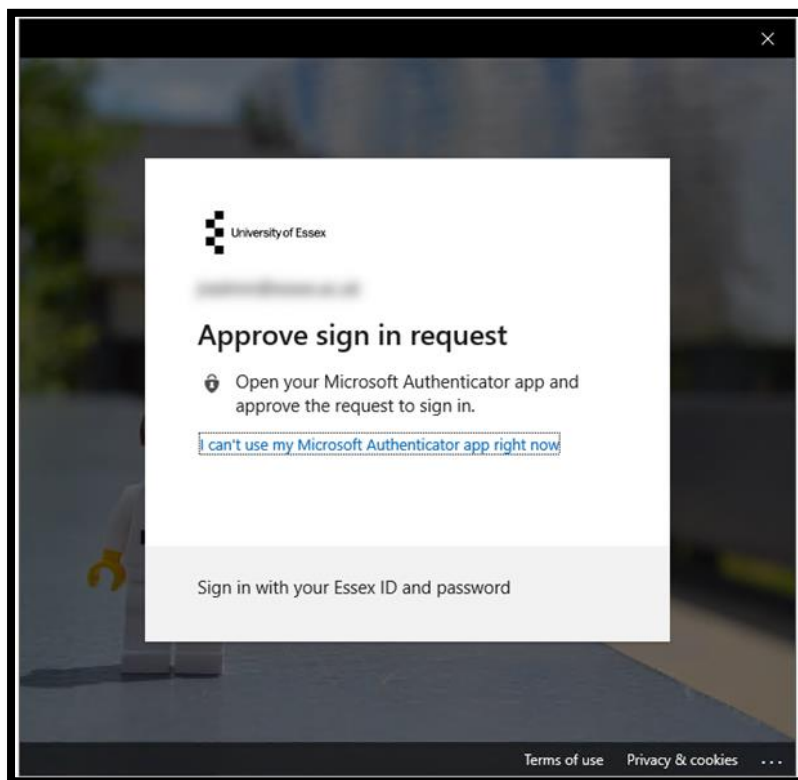


5. Choose **Microsoft 365**

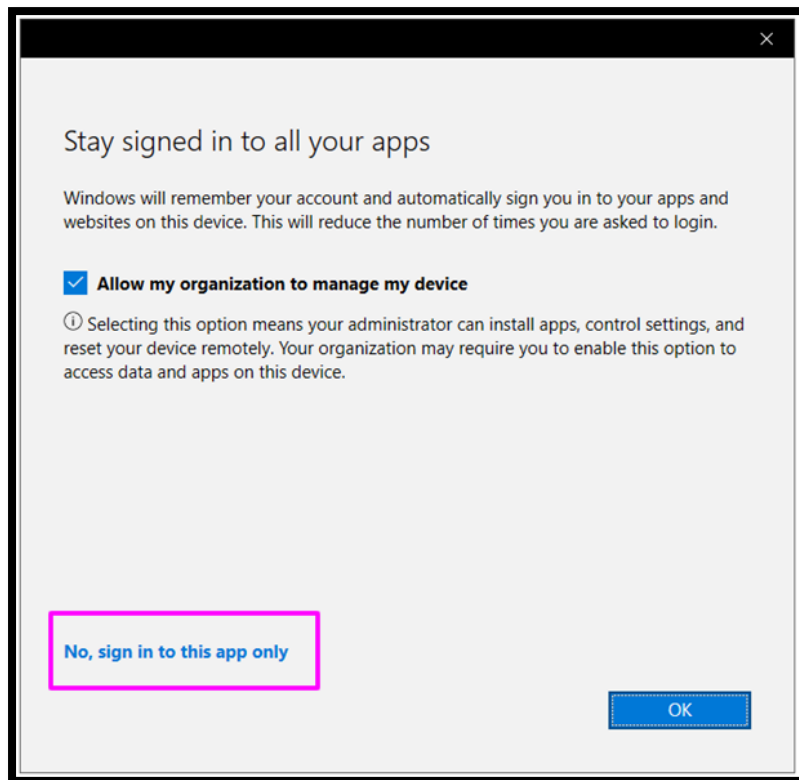


6. Choose **Sign in with another account**, and then sign in with your own University email address and password.

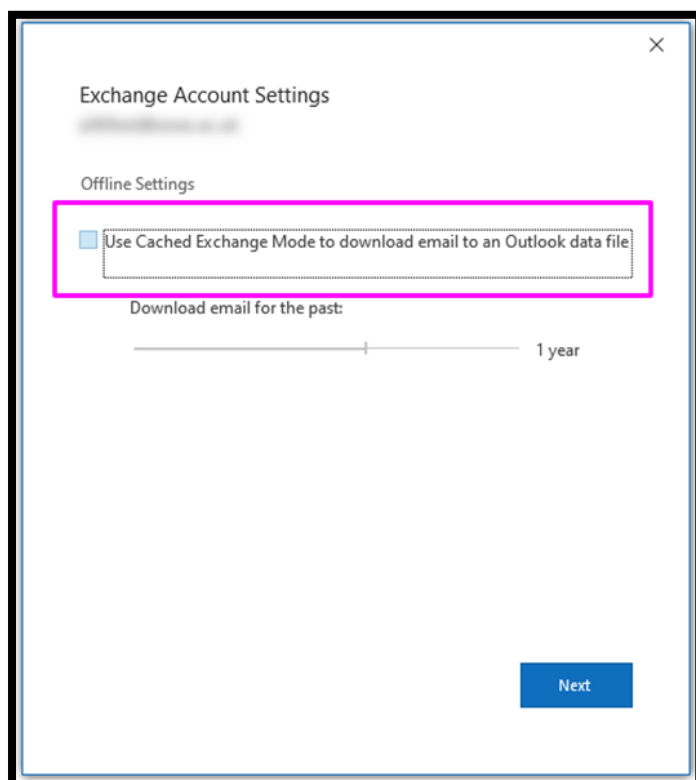
7. Approve the MFA request when prompted - see [Multifactor Authentication \(MFA\)](#) for more information about MFA.



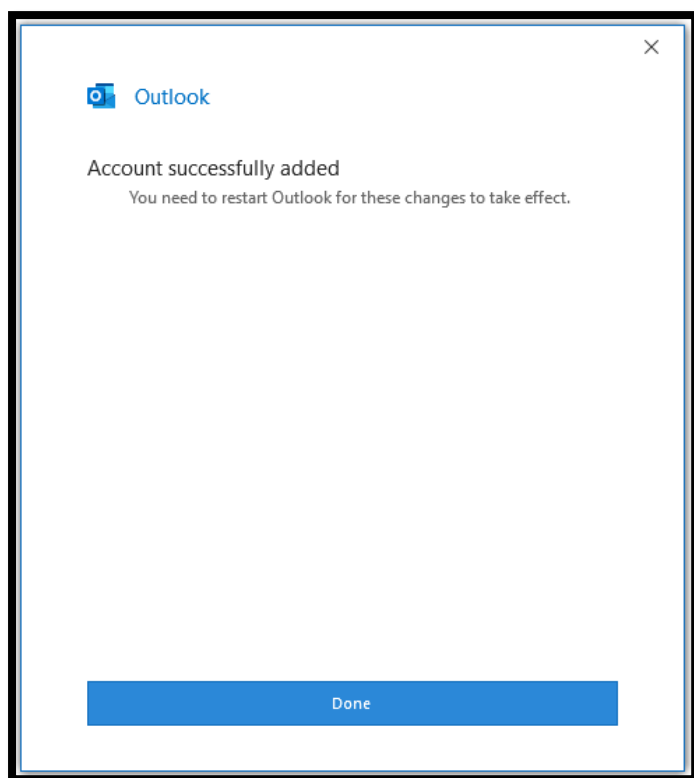
8. Click **"No, sign in to this app only"**



9. **IMPORTANT! Uncheck** "Use Cached Exchange Mode to download email to an Outlook data file". Then click **Next**.



10. Click **Done** and restart Outlook (close and open it again)



11. The shared mailbox will now appear in your Outlook.