Add a shared mailbox to Outlook

Outlook for Windows

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

2. In the **E-mail Address** box enter the email address of the Role Mailbox you want to access. Leave everything else blank, and then click **Next**.
3. Outlook will now search for the Role Mailbox. This may take a few minutes.

4. Eventually a Windows Security popup will appear asking for credentials. If you have the option click **Use another account**.
5. If you don't see the **Use another account option**, delete the username from the top box instead.

6. Enter your own University email address and password – do not enter the email address of the shared mailbox.

7. Tick **Remember my credentials**, and then click **OK**. You may need to enter your credentials twice.
8. Now wait for **three green ticks**, and then click **Finish**.

9. You will be asked to restart Outlook. Click **OK**, and then close Outlook.

10. Now open Outlook again.

11. You may be asked for a final time to enter your credentials. The email address box may be prefilled with the Role Mailbox email address, change this to your own University email address and then enter your password. Tick **Remember my credentials**, and then click **OK**.
12. You should now be able to see the shared mailbox in the navigation pane next to your own mailbox.