Accessing a Shared Mailbox in Outlook 2010/2013

This tutorial explains the two methods for accessing a shared mailbox. Users with Full Access to the mailbox should use method 1. Those who have folder level access to the mailbox should use method 2. If you do not know what your access level is, start with method 1.

**Method 1**

1. In Outlook click on the blue (2013) or yellow (2010) “File” tab in the top left corner of the window.

2. Click on “+ Add Account”

3. In the window that appears fill in the fields and then click “Next.”

<table>
<thead>
<tr>
<th>Your Name:</th>
<th>Name of the Shared Mailbox.</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Mail Address:</td>
<td>Address of the Shared Mailbox</td>
</tr>
<tr>
<td>Password:</td>
<td>Type your e-ID password in the remaining fields</td>
</tr>
</tbody>
</table>

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4. When you see three green check marks and a “Congratulations” message, click “Finish.”

5. When prompted to restart Outlook, click OK and close and then re-open the Outlook client.

6. If you receive a prompt for a password, try your password one more time. If you continually receive this prompt, you may not have full access to the mailbox and will need to add it via method 2, later in this document.

   If you believe you should have Full Access, please call the Information Technology Help Desk at 540-568-3555.
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7. After re-opening Outlook, the mailbox will appear at the bottom of the folder pane on the left. It will be below any previously existing mailboxes.

8. The mailbox is collapsed by default. To see the mailbox folders, click the triangle next to the mailbox name. Depending on your network connection and the size of the mailbox, it may take several minutes to update with the most current information from the server.
Method 2

If the first method did not work, a mailbox owner most likely gave you folder-level access. The method for viewing this mailbox can have limitations. Sent messages and deleted messages will go to the Sent Items and Deleted Items folders of your mailbox. These can then be moved after the fact, but it is important to realize that this mailbox is not functioning as a separate account. If you need it to do so, the mailbox owner will need to request full access for you via the Exchange Service Request Form on http://www.jmu.edu/computing/forms.

1. In Outlook click on the blue (2013) or yellow (2010) “File” tab in the top left corner of the window.

2. Click on “Account Settings” and then select “Account Settings” from the contextual menu.
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3. In the Account Settings window that appears, double click on your email account on the e-mail tab. If you have other accounts in Outlook, it is important that you select the account with your e-ID.

4. A new window will appear. Click the “More Settings” button in the bottom right corner.

5. Another window will appear. Click on the “Advanced” tab and then click the “Add…” button in the Mailboxes section.
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6. In the small window that pops up, type the email address of the Shared Mailbox. Click “OK.” The window will close.

7. The mailbox will appear in the list. Click “Apply” and then click “OK.” The window will close.

8. On the Change Account window, click the Cancel button. The window will close.
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9. In the Account Settings window, click the “Close” button in the bottom right corner. The window will close, and you will see the full Outlook window.

10. The mailbox will appear at the bottom of the folder pane on the left. It will be below any previously existing mailboxes.

11. The mailbox is collapsed by default. To see the mailbox folders, click the triangle next to the mailbox name. Depending on your network connection and the size of the mailbox, it may take several minutes to update with the most current information from the server.

If you still cannot view the Shared Mailbox, please call the Information Technology Help Desk at 540-568-3555.