Adding Shared Mailboxes In Outlook 2011

This tutorial explains the two methods for accessing a shared mailbox in Outlook 2011. 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. Select Outlook from the menu bar and choose Preferences.

2. In the Outlook Preferences menu that appears, click Accounts.

3. In the Accounts menu, click the + and choose Exchange.

4. In the “E-mail address” field, type the address of the shared mailbox. In the “User name” field, type JMUAD\ followed by your eID. Type your eID password in the “Password” field. Make sure the checkbox for Configure Automatically is checked and then click Add Account.

5. The account will appear in the left column of the Accounts window. After closing this window you will see the shared mailbox in the folder list to the left.

Note: Sending a message from the shared mailbox in Outlook 2011 will cause the message to be stored in the “Drafts” folder of your personal inbox. This is an issue known by Microsoft, but at this time, there is not a fix.
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**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 will have limitations. You will only be able to view the Inbox and any subfolders for which you have access. Other folders (Sent Items, Deleted Items, etc) will not be viewable.

1. From the File menu, select **Open** from the contextual menu that appears. Then select **Other User’s Folder**.

![Open Other User’s Folder](image)

2. In the “User” field, enter the **Shared Mailbox name**. Click the arrows next to **Type** and select **Inbox** from the contextual menu that appears. Click **OK**.

![Open Other User’s Folder](image)

3. The mailbox will appear in the folder pane on the left below any previously existing mailboxes.

If you do not have correct permissions to the mailbox, a window will appear stating:

*Outlook cannot open the folder. You do not have permission to open this folder. Contact [shared mailbox] for permission.*

![Mailbox Pane](image)