Granting Permissions to a Shared Mailbox

There are many different ways to access a Shared Mailbox that depend on your department’s needs. This document is written with the Shared Mailbox owner in mind.

Full Access

More than one person can have “full access” to a Shared Mailbox. This level of access allows:

- the mailbox to be added as a separate account in Outlook 2010, 2011, 2013, and 2016 for Windows or Mac OS.
- the user to “send as” and “send on behalf of” the mailbox.
- the user to access the mailbox via Outlook on the web.
- the user to manage rights and permissions for the mailbox including settings and folder-level access.

To give others this access, you should fill out the Exchange Service Request form on [http://www.jmu.edu/computing/forms](http://www.jmu.edu/computing/forms). Choose the “Change ownership…” option and put the eIDs of the users you want to have full access in the “Add the following users” field.

Folder-Level Access

Users with folder specific permissions can have a varying range of access to the mailbox. This access is specific to each folder in the mailbox and to each user being granted access.

1. To grant folder level access, it is recommended that you do so in the Outlook client. These screenshots are taken from Outlook 2016 for Windows, but the process looks only slightly different in 2010, 2011, 2013, and 2016 for Mac.

   Right click the name of the mailbox and choose Folder Permissions.
2. In the window that appears click the **Add** button.

Find the user in the address book that appears and double click on their name. You will see their name appear in blue at the bottom of the window. Click **OK**. (If you are adding multiple users, you can select all of them in this window before clicking **OK**.)

3. Select which user you would like to edit from the list. In the contextual menu next to “Permission Level” select the level you want the user to have.

Note: You will need to assign permissions for each folder and subfolder to which you want the user to have access.

Ex: If you want a user to have access to a sub-folder of the inbox, (let’s call it budget 2017), you will need to grant access to the named folder [eID@jmu.edu] as well as the Inbox folder and the budget 2017 folder.
Microsoft defines folder-level permissions as the following:

**Owner**  
Create, read, modify, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels others have for the folder. (Does not apply to delegates.)

**Publishing Editor**  
Create, read, modify, and delete all items and files, and create subfolders. (Does not apply to delegates.)

**Editor**  
Create, read, modify, and delete all items and files.

**Publishing Author**  
Create and read items and files, create subfolders, and modify and delete items and files you create. (Does not apply to delegates.)

**Author**  
Create and read items and files, and modify and delete items and files you create.

**Contributor**  
Create items and files only. The contents of the folder do not appear. (Does not apply to delegates.)

**Reviewer**  
Read items and files only.

**Custom**  
Perform activities defined by the folder owner. (Does not apply to delegates.)

**None**  
You have no permission. You can't open the folder.

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**Access For Student Employees**  
Student Employees who need access to a Shared Mailbox must have an Exchange account. If they do not already have an existing Exchange account, one can be requested for them on the [Exchange Service Request](#) form. Students must be employed by the university to receive an Exchange account. Once the account is created, permissions to the Shared Mailbox can be applied.