Setting up and using a shared mailbox
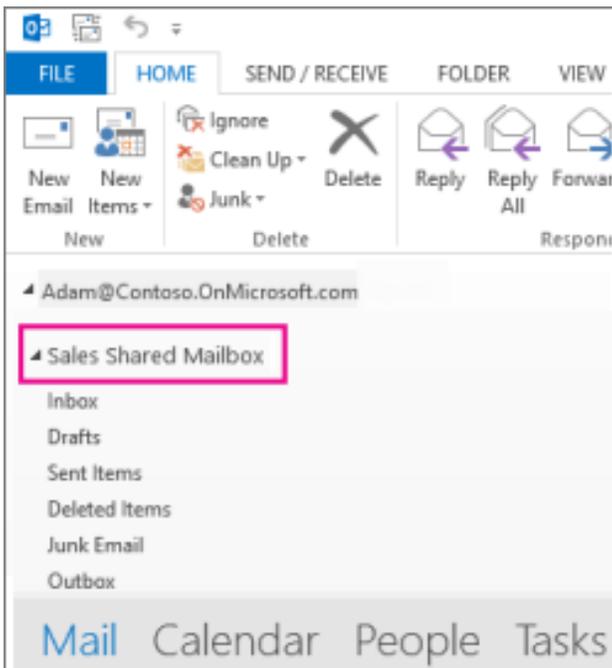
Overview
Use the instructions below to set up and use a shared mailbox in Outlook and the Office 365 web application.

Outlook instructions
Email service.desk@omes.ok.gov or call 405-521-HELP to submit a service desk request for creating a shared mailbox.

Once you are added as a member of a shared mailbox, close and then restart Outlook. The shared mailbox should automatically display in your folder pane in Outlook.

What if it didn't work?

If OMES only recently added you to a shared mailbox, it may take a few minutes before the shared mailbox appears. Wait briefly and then close and restart Outlook again.

If that didn't work, then manually add the shared mailbox to Outlook:

Open Outlook.
Choose the **File** tab in the ribbon.
Choose **Account Settings**, then select **Account Settings** from the menu.
Select the **Email** tab.
Make sure the correct account is highlighted, then choose **Change**.
Choose **More Settings** > **Advanced** > **Add**.
Type the shared email address, such as info@contoso.com.
Choose **OK** > **OK**.
Choose **Next** > **Finish** > **Close**.

Send mail from the shared mailbox

Open Outlook.
Choose **New Email**.
If you don't see the **From** field at the top of your message, choose **Options** > **From**.
Select **From** in the message, and change to the shared email address. If you don't see your shared email address, choose **Other email address** and then enter the shared email address.
Choose **OK**.
Finish typing your message and then select **Send**.

After you do this, when you want to send a message from your shared mailbox, the address will be available in your From drop-down list.

Whenever you send a message from your shared mailbox, your recipients will only see the shared email address in the message.

Reply to mail sent to the shared mailbox

Open Outlook.
Open the email message to which you want to reply.
The **From** field at the top of your message should display the name of your shared mailbox. If not, select the From drop-down box and choose your shared mailbox.
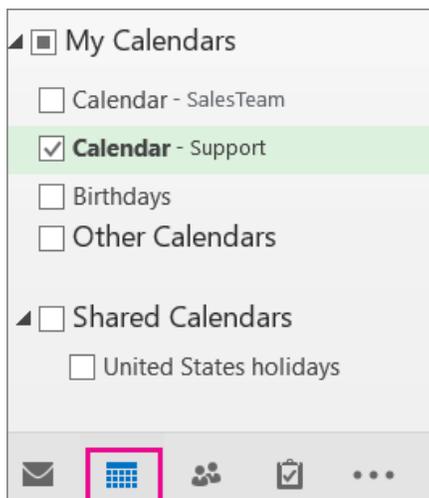Finish typing your message and then select **Send**.

When you want to send a message from your shared mailbox, the address will be available in your From drop-down list.

Whenever you send a message from your shared mailbox, your recipients will only see the shared email address in the message.

Use the shared calendar

After OMES has added you as a member of a shared mailbox, close and then restart Outlook. The shared calendar associated with the shared mailbox is automatically added to your **Calendars** list.

In Outlook, go to calendar view and choose the shared mailbox.
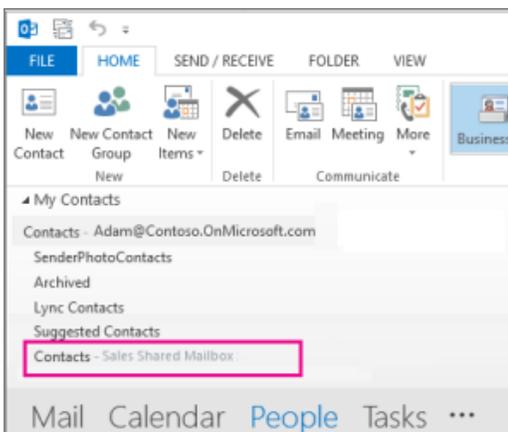
When you enter appointments, everyone who is a member of the shared mailbox will be able to see them.

Any member of the shared mailbox can create, view and manage appointments on the calendar, just like they would their personal appointments. Everyone who is a member of shared mailbox can view their changes to the shared calendar.

Use the shared contact list

The shared contact list associated with the shared mailbox is automatically added to your **My Contacts** list.

- In Outlook, choose **People**.
- Under **My Contacts**, choose the contacts folder for the shared contacts list.
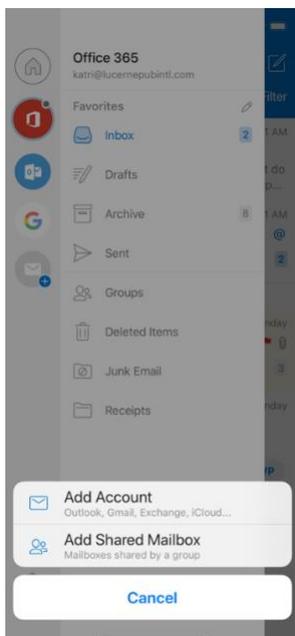

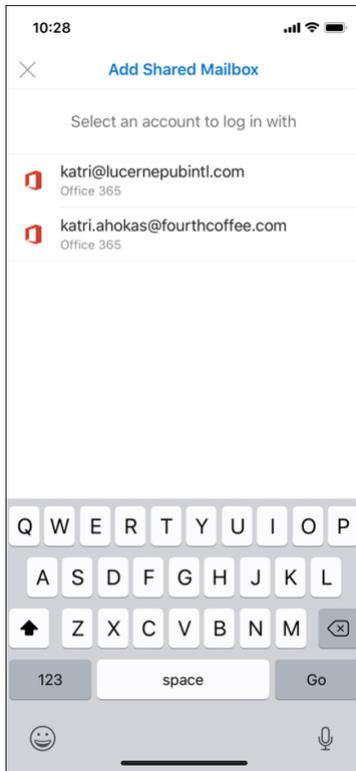**Use a shared mailbox on a mobile device (phone or tablet)**

To access a shared mailbox on a mobile device, use the following steps.

Sign into your primary account in Outlook for iOS or Android.
Tap the **Add Account** button in the left navigation pane, then tap **Add a Shared Mailbox**.

If you have multiple accounts in Outlook Mobile, select the account that has permissions to access the shared mailbox.

After the account setup process completes, the shared mailbox will display in your account list in Outlook for iOS or Outlook for Android.

To remove a shared mailbox, go to **Settings** > **Accounts**, tap on the shared mailbox and select **Delete Account**.

Adding a shared mailbox in the Office 365 web application

If you want to monitor the email from your primary mailbox and the shared mailbox at the same time, use this method. Additionally, after you complete this task, the shared mailbox and its folders are displayed in the left navigation pane each time you open Outlook Web App.

Sign into your account in Outlook Web App.

Right-click your primary mailbox in the left navigation pane, and then choose **Add shared folder**. (Your name is on your primary mailbox.)

In the **Add shared folder** dialog box, type the name or email address of someone who has shared a mailbox with you, and then select **Add**.

The shared mailbox displays in your folder list in Outlook Web App. You can expand or collapse the shared mailbox folders as you can with your primary mailbox. You can also remove the shared mailbox from your folder list. To remove it, right-click the shared mailbox, and then select **Remove shared folder**.