Adding a Shared Mailbox on Microsoft Outlook 2007/2010 and Mac Outlook 2011

Introduction

Many departments within ECU have shared mailboxes. Once you have been granted permission you will be able to access folders such as inbox, calendar and tasks for the shared mailbox.

The following guide will provide you with instructions on how to add the mailbox to Outlook on your computer.

Prerequisites

Before you begin you will need to ensure that you:

- Are connected to the ECU network via a blue Ethernet cable.
- Have the name of the mailbox e.g. IT Service Desk
  \(\textbf{Note:}\) If you don’t have the mailbox name, please contact your line manager who will be able to provide it to you.
- Have permission to access the shared mailbox.
  \(\textbf{Note:}\) If you don’t have access, please contact your line manager to ensure you have been granted access to the shared mailbox.

To check which Outlook version you’re running?

1. Start Outlook.
2. On the \textbf{Help} menu, click \textit{About Microsoft Office Outlook}.
3. Verify the version information and the build number to determine the version of Outlook that is installed on your computer.

Instructions

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Microsoft Outlook 2007

1. Open Outlook 2007, click **Tools**, and then **Account Settings**.

2. Select the **E-mail** tab, highlight your Exchange account and then click **Change**.

3. Click **More Settings**.
4. Select the Advanced tab, and then click **Add**.

5. Type in the name of the shared mailbox, and then click **OK**.

   **Note:** You can enter in the name of the shared mailbox i.e. IT Service Desk or the email address i.e. itservicedesk@ecu.edu.au you want to add.

6. You will be returned to the More Settings window, click **OK**.

7. Click **Next**, and then **Finish**.

8. Click **Close** to close the Account Settings window.

9. After a short period of time the shared mailbox will appear in the mail folder list on the left side.
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Sending a mail message
1. Click the New toolbox button to create a new mail message.

2. Select the Options tab and select From.

3. Click the From field of the new message, and then click Other E-mail Address.

4. Enter the name of the shared mailbox, and then click OK.

5. When creating a brand new message, be sure to specify the shared mailbox account as the sender on the From: line.

Removing a shared mailbox
1. In Outlook 2007, click Tools, and then Account Settings.
2. Select the E-mail tab, highlight your Exchange account and then click Change.
3. Click More Settings.
4. Select the Advanced tab.
5. Select the mailbox in the list.
6. Click Remove, and then click OK.
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Microsoft Outlook 2010

1. Open Outlook 2010, click **Files**, **Info**, **Account Settings** and then **Account Settings…**

2. Select the E-mail tab, highlight your Exchange account and then click **Change**.

3. Click **More Settings**.
4. Select the Advanced tab, and then click **Add**.

5. Type in the name of the shared mailbox, and then click **OK**.

6. You will be returned to the More Settings window, click **OK**.

7. Click **Next**, and then **Finish**.

8. Click **Close** to close the Account Settings window.

9. After a short period of time the shared mailbox will appear in the mail folder list on the left side.
Adding a Shared Mailbox on Microsoft Outlook 2007/2010 and Mac Outlook 2011

Sending a mail message

1. Click the **New** toolbox button to create a new mail message.

2. Select the **Options** tab and select **From**.

3. Click the **From** field of the new message, and then click **Other E-mail Address**.

4. Enter the name of the shared mailbox, and then click **OK**.

5. When creating a brand new message, be sure to specify the shared mailbox account as the sender on the From: line.

Removing a shared mailbox

1. In Outlook 2010, click **Tools**, and then **Account Settings**.
2. Select the **E-mail** tab, highlight your Exchange account and then click **Change**.
3. Click **More Settings**.
4. Select the **Advanced** tab.
5. Select the mailbox in the list
6. Click **Remove**, and then click **OK**.
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Apple Outlook 2011

1. Open Outlook 2011, click **Tools**, and then **Accounts**.

2. Select your Exchange account, and then click **Advanced**.
3. Click the **Delegates** tab. In the section named **People I am a delegate for**, click **+ (Plus)**.

![Delegates tab](image)

**Delegates who can act on my behalf:**

Send my meeting-related messages to:

- My Delegates Only

**People I am a delegate for:**

![People I am a delegate for](image)

4. Type in the name of the shared mailbox in the search box. Select the shared mailbox you wish to add, and then click **OK**.

![Search for mailbox](image)

**IT Service Desk** | **E-Mail** | **Job title**
--- | --- | ---
IT Service Desk | itservicedesk@ecu.edu.au | IT Service Desk Users
IT ServiceDesk Users | ITServicedesk@ads.ecu.... | 

**Note**: You can enter in the name of the shared mailbox i.e. IT Service Desk or the email address i.e. itservicedesk@ecu.edu.au you want to add.

After a short period of time the shared mailbox will appear in the mail folder list on the left side.

5. Click **OK** to close the accounts window.
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Sending a mail message

1. Click the E-mail toolbox button to create a new mail message.

2. Click the drop down option on the right of the From field of the new message.

   ![Mail message form]

   **Note:** When creating a brand new message, be sure to specify the shared mailbox account as the sender on the From: line.

Removing a shared mailbox

1. Open Outlook 2011, click **Tools**, and then **Accounts**.
2. Select your Exchange account, and then click **Advanced**.
3. Click the **Delegates** tab.
4. In the section named **People I am a delegate for**, select the shared mailbox, click - (minus), and then **OK**.
5. After a short period of time the shared mailbox will no longer appear in the mail folder list.