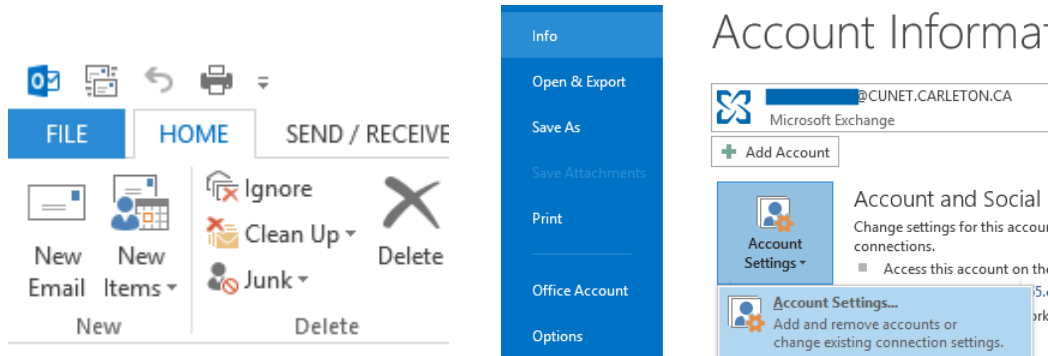


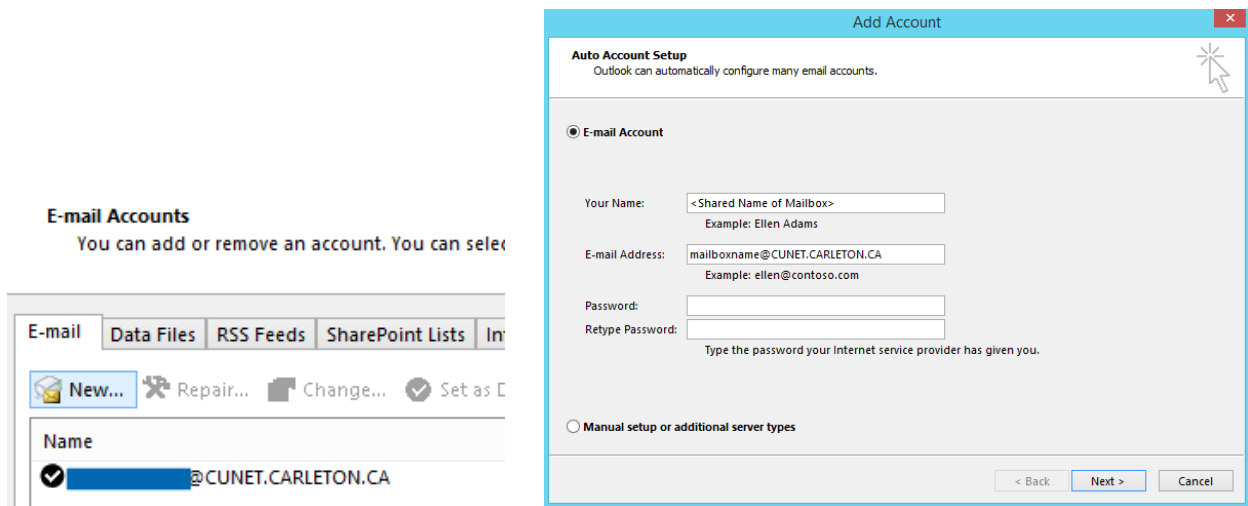
How to add a Shared-Mailbox in Outlook 2010/2013

1. Open up Outlook and, at the top, go to File. Then, under the Account Settings, click on Account Settings from the dropdown list.

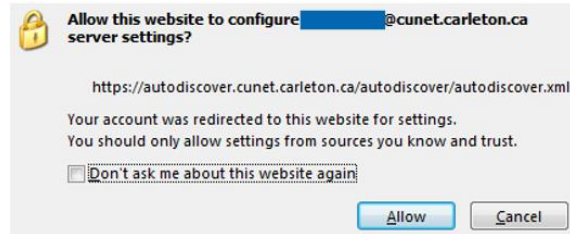
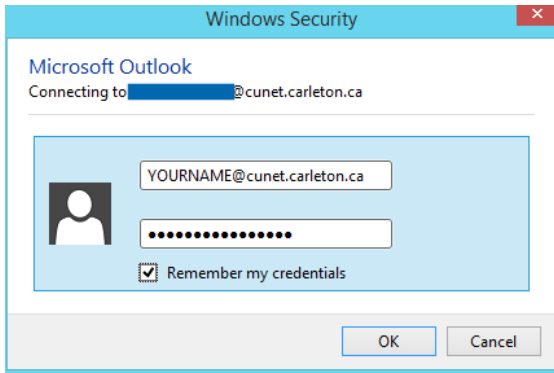


2. In the Account Settings window, click on the 'New' email account button.
3. In the 'Add Account' window, enter the name of the Shared mailbox into the 'Your Name' field. This will be the display name for the account so it should reflect the mailbox it refers to i.e. CCS Service Desk.

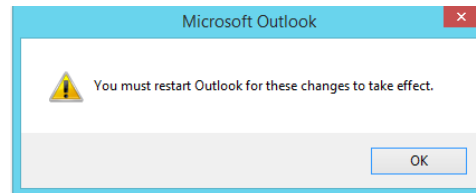
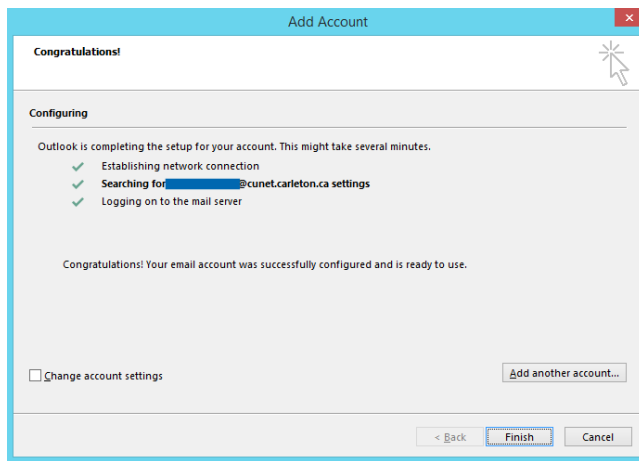
Note: For the E-mail address, enter the FULL email address, not the alias i.e. `ccsservicedesk@cunet.carleton.ca`. Leave the password field blank and Click Next.



4. Outlook will now start looking for the account. During this part you will be prompted for credentials. You need to **CHANGE** the email address it is trying to use from the Shared Mailbox to your **OWN** email credentials and passwords. Note: To avoid the login prompt appearing each time you start outlook you can tick the 'Remember my Credentials' option. Click OK. If you are shown a dialog box about 'Allow this website to configure' the account (auto discovery) click on 'Allow'.



5. If your credentials are accepted, you should then be taken to the Congratulations screen showing a successful mailbox. Click Finish and a message will appear telling you that you need to restart Outlook for the changes to take effect. Restart Outlook now.



6. For the first restart, Outlook will need to synchronize and cache the new shared mailbox and therefore it may take a couple of minutes to complete. You may see the type of information bubble as shown below.
7. Once into Outlook you will then see the separate Mailbox added to your profile in the left hand menu. You should be able to send and receive emails into it and expand the folders as normal.

