



How to Add Another Mailbox to Outlook

Purpose and Scope

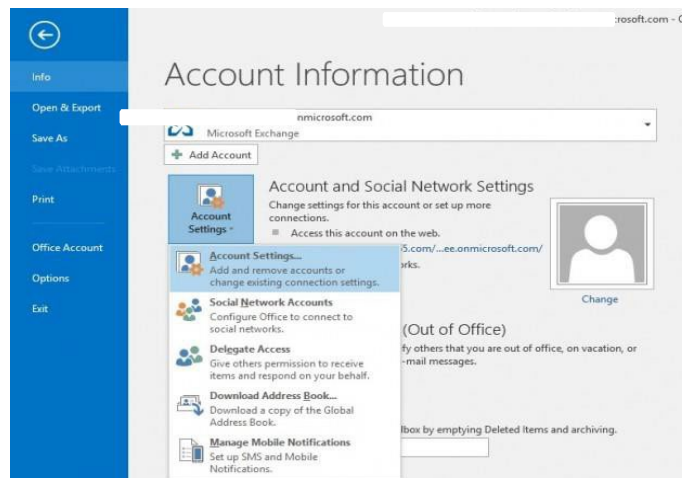
This document will describe how to add an additional shared or resource mailbox to your

- Outlook application on your desktop computer (Outlook Client)
- Microsoft Office 365 Outlook online (<https://outlook.office365.com>) account

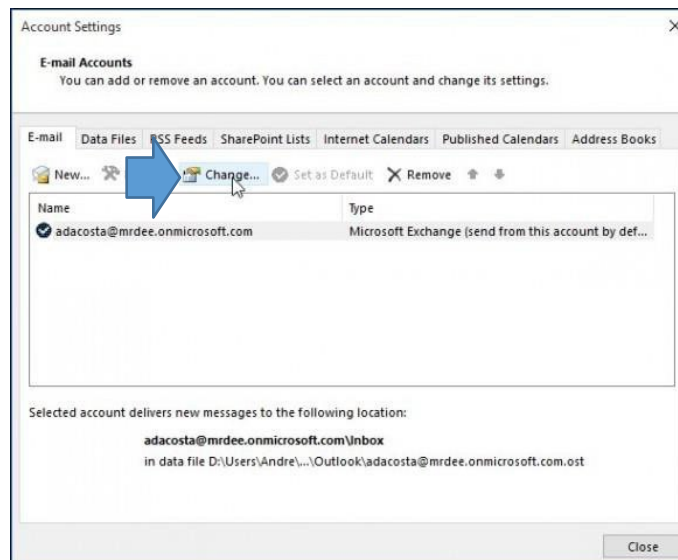
(You must have appropriate permissions to access and add the mailbox account.)

Procedure to add another Mailbox to Outlook on your desktop computer (Outlook Client)

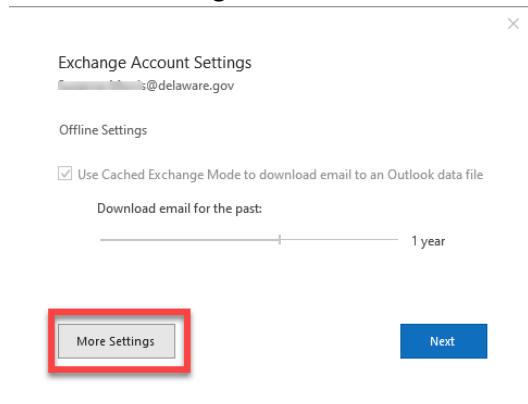
1. To add another mailbox, from your Outlook application click on the “File” tab in the menu bar and then click the “Account Settings” button and then select “Account Settings”.



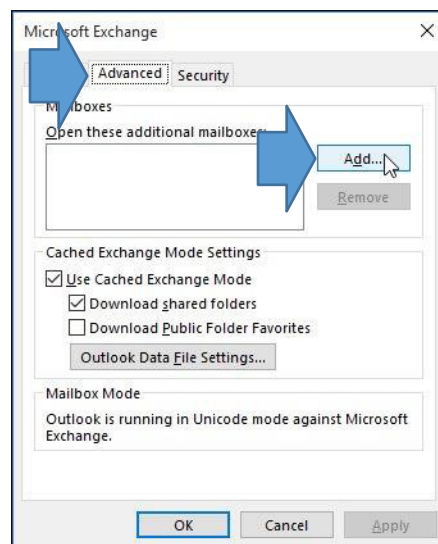
2. In Account Settings, select your email address (so it is highlighted) and then click Change.



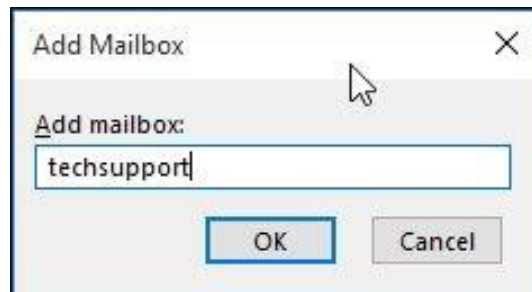
3. On the following screen select the “More Settings” button.



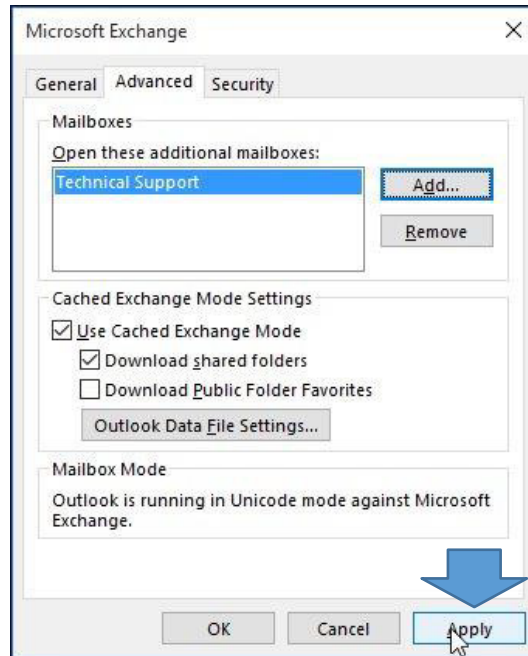
4. Select the “Advanced” tab up top and click the “Add” button.



5. Type in the name of the mailbox that you have permission to access. If you are presented with multiple options, select the appropriate mailbox and then click the “OK” button.

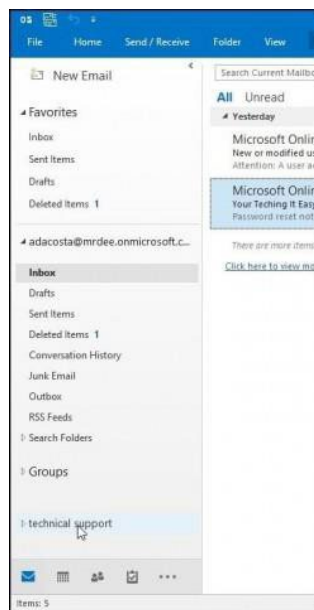


6. You will see the mailbox name appear in the list. Now, click the “Apply” button and then click “OK”.



7. You will now be returned to the screen listing your email address. Click the “Next” button, and then “Done”.

8. Close out of the Account Settings screen. The mailbox is now visible in the mail pane (left navigation pane). It will be located below your First.LastName@delaware.gov mailbox.

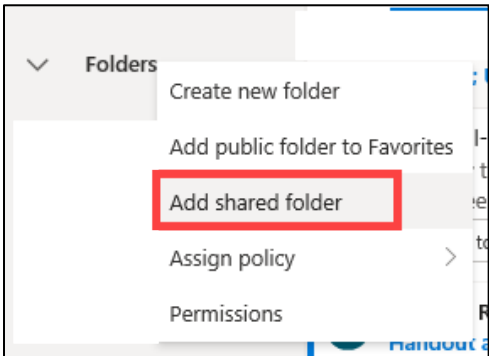


Procedure to add another Mailbox to Office 365 Outlook application online (portal.office.com)

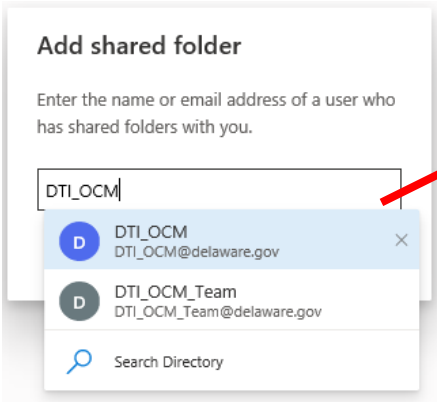
1. In your browser go to URL, <https://outlook.office365.com>. Using your State of Delaware credentials login and use your 2-Factor Authentication as prompted.

2. Right click on the “Folders” menu item.

3. Select “Add shared folder”

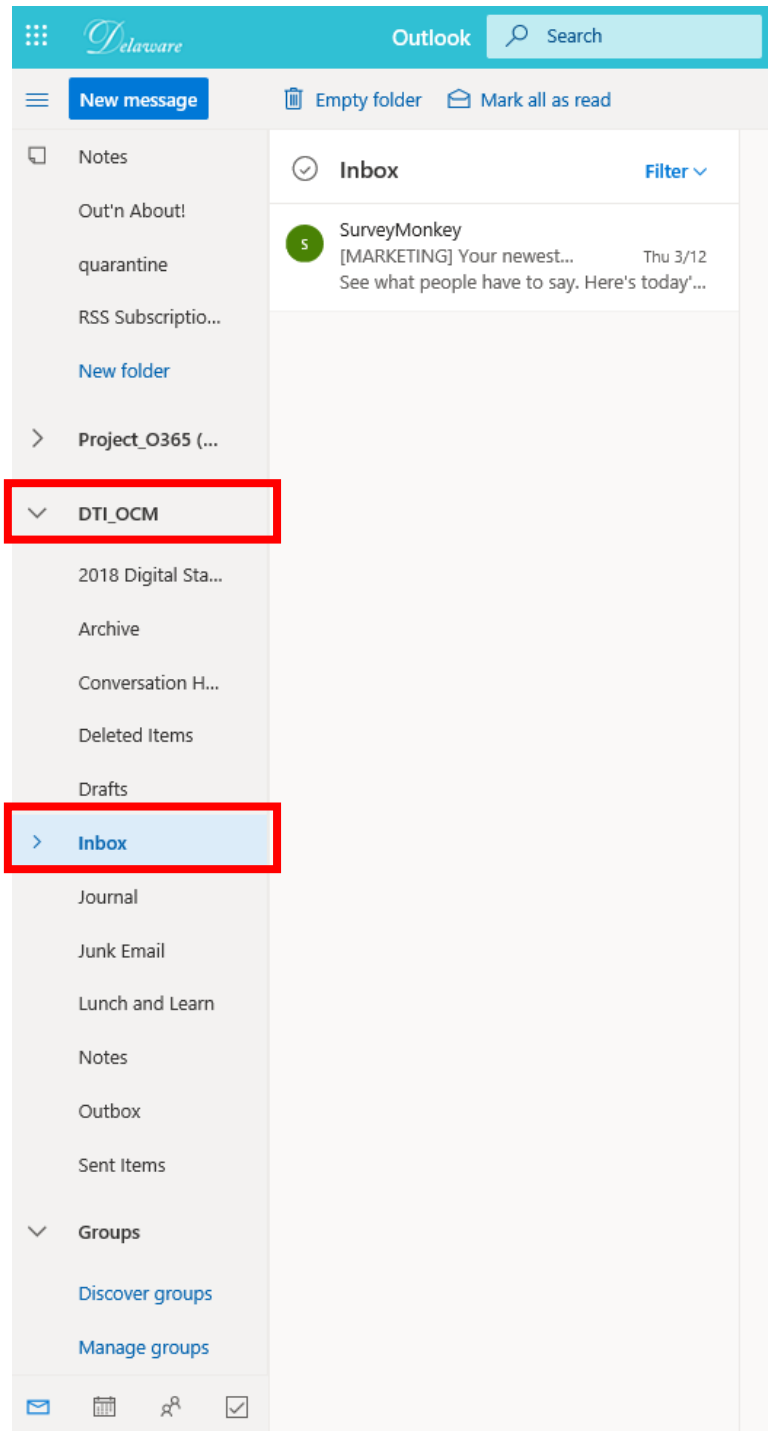


4. “Add shared folder” will appear. Enter the name of the resource mailbox that you would like to add to your outlook menu. Select **Add**.

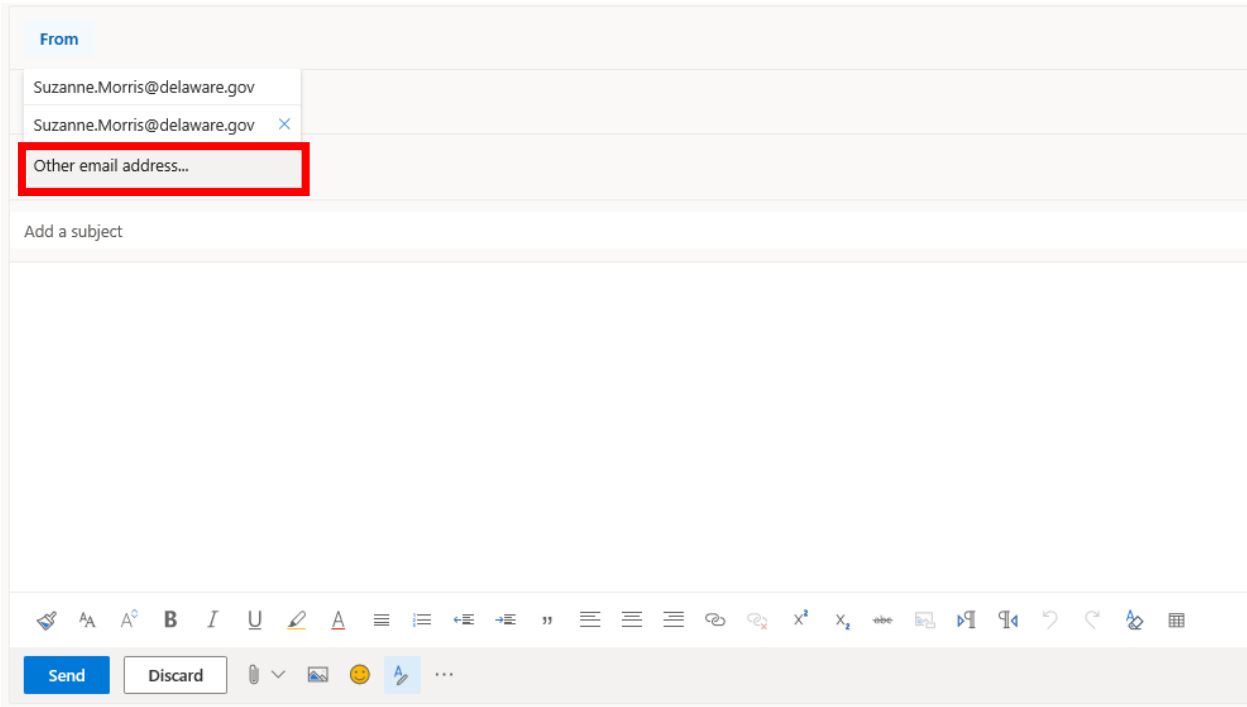


5. The Resource box will appear below your Inbox.

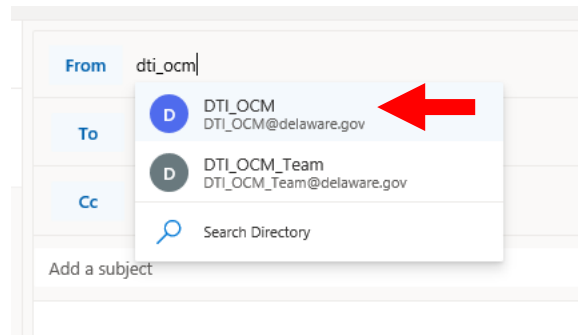
6. When you open the Resource mailbox, the Inbox may not necessarily be the first option under the Resource mailbox title.



- When sending a message from the Resource Mailbox you will need to update the **From** section. To do so, select From, if the Resource mailbox name does not appear, select Other email address...



- Choose the Resource Mailbox name and complete the email message. Send to recipients.



- Recipients will receive the email from the Resource mailbox.

