

## Purpose and Scope

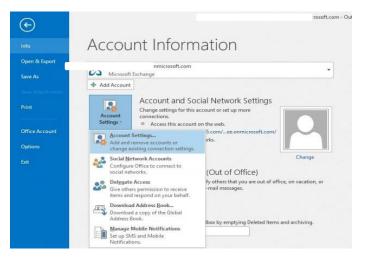
This document will describe how to add an additional shared or resource mailbox to your

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

mail Data Files		sts Internet Calendars Published Calendars Address Books Set as Default 🗙 Remove 🎓 🖷
Name	13	Туре
🔮 adacosta@mrd	ee.onmicrosoft.com	Microsoft Exchange (send from this account by def
elected account de	livers new messages to the	following location:

3. On the flowing screen select the "More Settings" button.

Exchange Account Settings  Gelaware.gov  Offline Settings  Use Cached Exchange Mode to download email to an Outlook data file  Download email for the past: 1 year	<
Offline Settings ✓ Use Cached Exchange Mode to download email to an Outlook data file Download email for the past:	
✓ Use Cached Exchange Mode to download email to an Outlook data file Download email for the past:	
Download email for the past:	
1 year	
More Settings Next	

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

Microsoft Exchange	>
Advanced Security	
Open these additional mailboxer	A <u>d</u> d
Cached Exchange Mode Settings Use Cached Exchange Mode Download shared folders Download Public Folder Favorites	
Outlook Data <u>File Settings</u>	
Mailbox Mode Outlook is running in Unicode mode against Exchange.	Microsoft
OK Cancel	Apply

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.

Add Mailbox		N
dd mailbox:		63
techsupport	4	
	1000 000	

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

eneral	Advanced	Security	
Mailbo	oxes		
Open f	these additi	onal mailboxes:	
Techn	ical Support	Add	
		Damou	
		Remov	
Cashar	d Euclasia crist	Mada Cattings	
Cacheo	a exchange i	Mode Settings	
	22 33 35725 I		
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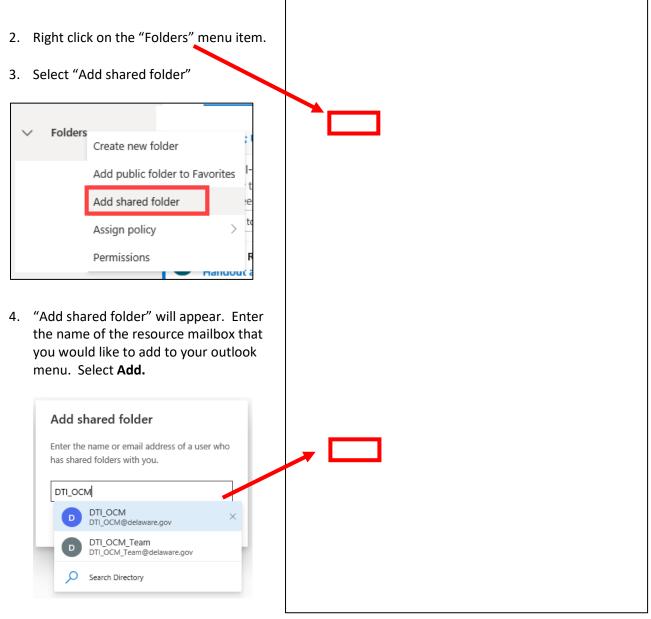
7. You will now be returned to the screen listing your email address. Click the "Next" button, and then "Done".

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.

File Home Send / Receive	Folder View T
New Email	Search Current Mailbox
	All Unread
<ul> <li>Favorites</li> </ul>	# Yesterday
Inbax	Microsoft Online
Sent Items	New or modified use Attention: A user act
Drafts	Microsoft Online
Deleted Items 1	Your Teching It Easy Password reset notif
adacosta@mrdee.onmicrosoft.c_	There are more items (
Inbox	Click here to view mor
Drafts	
Sent Items	
Deleted Items 1	
Conversation History	
Junk Email	
Outbox	
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1 Search Folders	
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tems: 5	

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

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



5. The Resource box will appear below your Inbox.

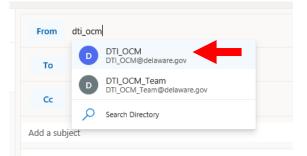
6. When you open the Resource mailbox, the Inbox may not necessarily be the first option under the Resource mailbox title.

	Delaware	Outlook 🔎	Search
≡	New message	🗓 Empty folder 🛛 🖻 Mark all	as read
ŋ	Notes	⊘ Inbox	Filter 🗸
	Out'n About!	SurveyMonkey	
	quarantine	[MARKETING] Your newes See what people have to	
	RSS Subscriptio		
	New folder		
>	Project_O365 (		
$\sim$	DTI_OCM		
	2018 Digital Sta		
	Archive		
	Conversation H		
	Deleted Items		
	Drafts		
>	Inbox		
	Journal		
	Junk Email		
	Lunch and Learn		
	Notes		
	Outbox		
	Sent Items		
$\sim$	Groups		
	Discover groups		
	Manage groups		
	√ % til		

 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...

From
Suzanne.Morris@delaware.gov
Suzanne.Morris@delaware.gov ×
Other email address
Add a subject
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Send     Discard $\  \vee                                     $

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



9. Recipients will receive the email from the Resource mailbox.

