When you have permission to a shared mailbox it will automatically be available in the folder pane in Outlook. In Outlook if you would like all the sent items for the secondary mailbox to show up in the sent items of the source mailbox when you “Send-As” then follow the instructions below.

If you want to have “Send-As” permissions the Email administrator will need to first grant you “Send-As” permissions to that mailbox and then you can “Send as” with no issues. If, however you want to “Send-As” and have that sent email show up in that source mailbox (that is, not your own mailbox) you’ll have to proceed with the below steps to add a secondary mailbox to your Outlook.

1. To add another mailbox to your existing mailbox, in your Outlook 2010 or Outlook 2013, go to the top “File” tab and chose “Account Settings”. Chose the first option on the list, “Account Settings”. See below screen-shot for details.
2. A new box comes up called “Account Settings”. Click on the “New…” item and then in the new box called “Add Account”, put in the name of the mailbox you wish to add and the email address. The name is not as important as the email address is- this is what will connect you to the mailbox you wish to add. See screen-shot below for details.

**DO NOT** type in any password at this point. We’ll get to that later.
MICROSOFT OFFICE 365 | EXCHANGE | CLOUD
Access a shared mailbox, Outlook 2013 & 2016

3. The search process begins as Outlook finds the new mailbox you wish to add. When it comes up, it will prompt you for a username and password. Enter in YOUR full email address and password not the email address of the shared mailbox since you have permissions to the source mailbox. Once you enter your information click on OK. You will most likely be prompted 2-3 times for your credentials because you have to authenticate to our system and Microsoft’s.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu

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4. When Outlook restarts you’ll now have the secondary mailbox showing in your Outlook folder list, and the settings for this in the Outlook “Account Settings” will show up as in the screen-shot below.

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