Open and use a shared mailbox in Outlook on the web

Outlook 365 · https://cleversupport.ca/docs/outlook-365/open-and-use-a-shared-mailbox-in-outlook-on-the-web/

A shared mailbox makes it easy for a group of people to monitor and send email from a public email address, like info@contoso.com. When a person in the group replies to a message sent to the shared mailbox, the reply appears to come from the shared address, not from the individual person.

Add the shared mailbox so it displays under your primary mailbox

If you want to monitor the email from your primary mailbox and the shared mailbox at the same time, use this method. After you complete this task, the shared mailbox and its folders are displayed in the left navigation pane each time you open Outlook on the web.

1. Sign in to your account in Outlook on the web.
2. For Exchange Online mailboxes, right-click **Folders** in the left navigation pane, and then choose **Add shared folder**. For Exchange on-premises mailboxes, right-click the name of your primary mailbox (such as Molly Dempsey) in the left navigation pane, and then choose **Add shared folder** .
3. In the **Add shared folder** dialog box, type the name or email address of someone who has shared a mailbox with you, and then click **Add**. Or, type the name of the shared mailbox you are a member of, such as info@contoso.com.

The shared mailbox displays in your Folder list in Outlook on the web. You can expand or collapse the shared mailbox folders as you can with your primary mailbox. You also can remove the shared mailbox from your Folder list. To remove it, right-click the shared mailbox, and then click **Remove shared folder**.

Open the shared mailbox in a separate browser window

Use this method if you want to view and manage the email for the shared mailbox in its own browser window. This method also lets you receive notifications of new items in the Inbox of the shared

mailbox.

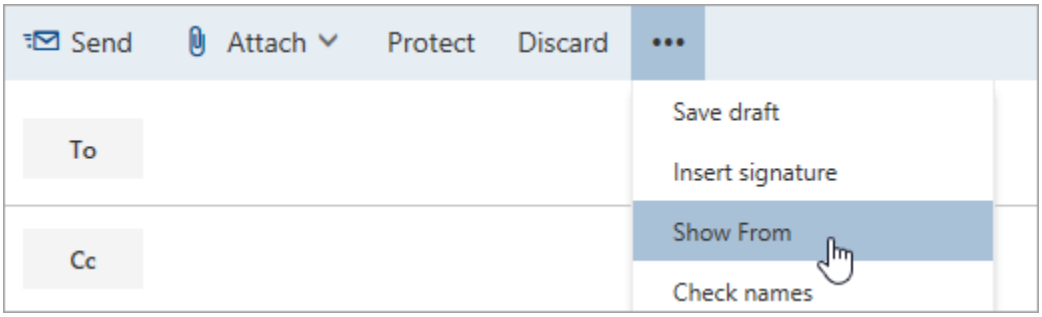
1. Sign in to your account in Outlook on the web.
2. On the Outlook on the web navigation bar, click your name. A list appears.
3. Click **Open another mailbox**.
4. Type the email address of the other mailbox that you want to open, and then click **Open**. Another Outlook on the web session opens in a separate window, allowing access to the other mailbox.

Tip: If you mistype the email address of the mailbox, the result is "No match was found". Try typing the email address again.

Send email from the shared mailbox

1. Choose **New mail** above the folder list. A new message form opens in the reading pane.

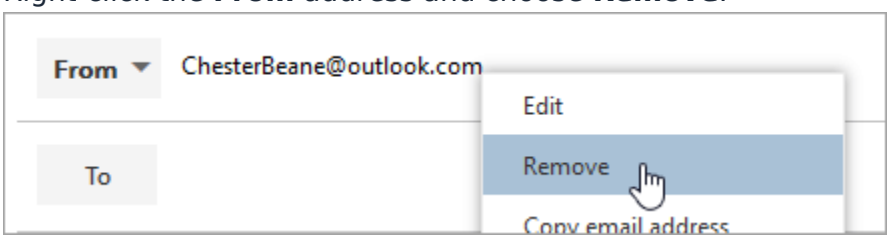
2. At the top of the message, choose ••• > **Show From**.



This option shows you that the people who receive the email message will see it comes from the shared mailbox and not from your own email account.

3. The first time you use the shared mailbox, you need to add the address to the options available in the **From** drop-down list:

a. Right-click the **From** address and choose **Remove**.



b. Type the shared address. The next time you reply from the shared mailbox, its address will appear as an option in the **From** drop-down list.

4. To add recipients, type the name of anyone who is in your contacts folder or organization's address list, or type the email address in the **To** or **Cc** box. The first time you enter a person's name, Outlook on the web searches for that person's address. In the future, the name is cached so it resolves quickly.

5. Type a subject.

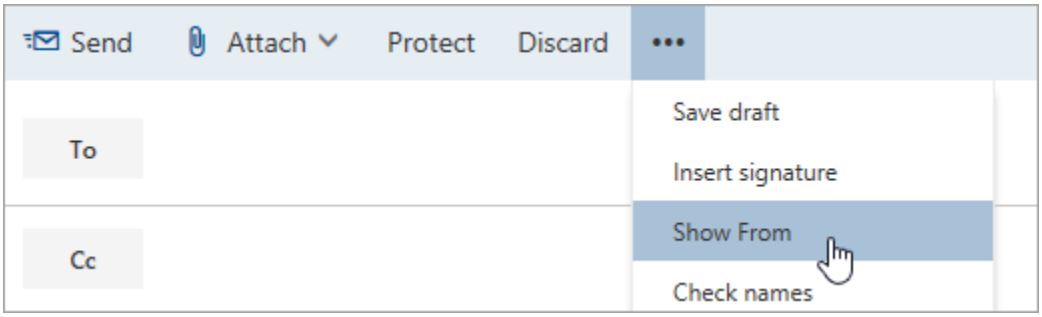
6. Type the message you want to send.

7. When your message is ready to go, click **Send**.

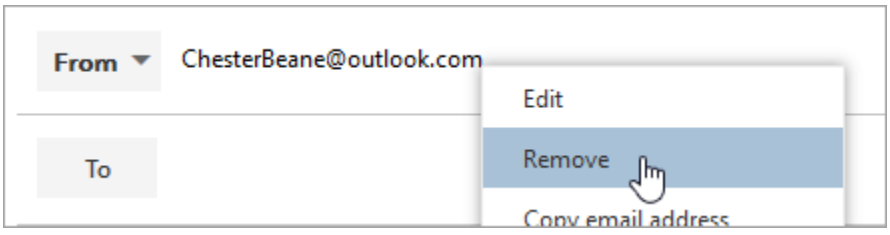
Reply to mail sent to the shared mailbox

The first time you reply to a message sent to the shared mailbox, you need to add the shared address to the **From** drop-down box. Here's how to do that:

1. Open Outlook on the web and go to your shared mailbox.
2. Open a message that was sent to the shared address.
3. Click **Reply**.
4. At the top of the message, choose ••• > **Show From**.



5. Right-click the **From** address and choose **Remove**.



6. Type the shared address and send the message. The next time you reply from the shared mailbox, its address will appear as an option in the **From** drop-down list.

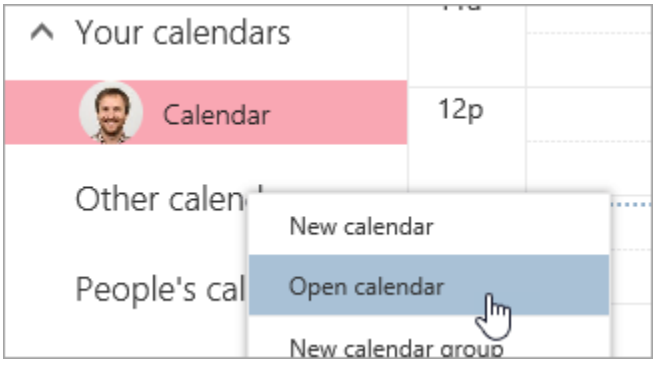
Use the shared calendar

One of the great things about using a shared mailbox is that anyone who has access to the shared mailbox also has full access to the calendar. You can create, edit, and delete events in the calendar. Use the shared calendar just as you would use your own calendar. Here's a short list of things you can do with the shared mailbox calendar:

- Let your team know when you're going on vacation or when you'll be out of the office.
- Create a team meeting.
- Edit a calendar event that someone else created.
- Cancel a meeting that someone else created.

To access the shared calendar, do the following:

1. Sign in to your mailbox using Outlook on the web, and then select **Calendar**.
2. Right-click **Other Calendars**, and then click **Open calendar**.



3. In **From directory**, search for the shared calendar you want to open. Select the shared mailbox you want to open, and then click **Open**.
4. The shared calendar displays in your Calendar folder list.

Use the shared mailbox on a mobile device (phone or tablet)

To access a shared mailbox on a mobile device, open your browser, sign in to Microsoft 365, and then go to Outlook on the web. From Outlook on the web, you can access the shared mailbox.

Send automatic replies from a shared mailbox

Only your Microsoft 365 admin has permissions to set up the ability to send automatic replies from a shared mailbox.