INFORMATION TECHNOLOGY

Office 365

Configuring an Additional Mailbox to an Email Client

Table of Contents

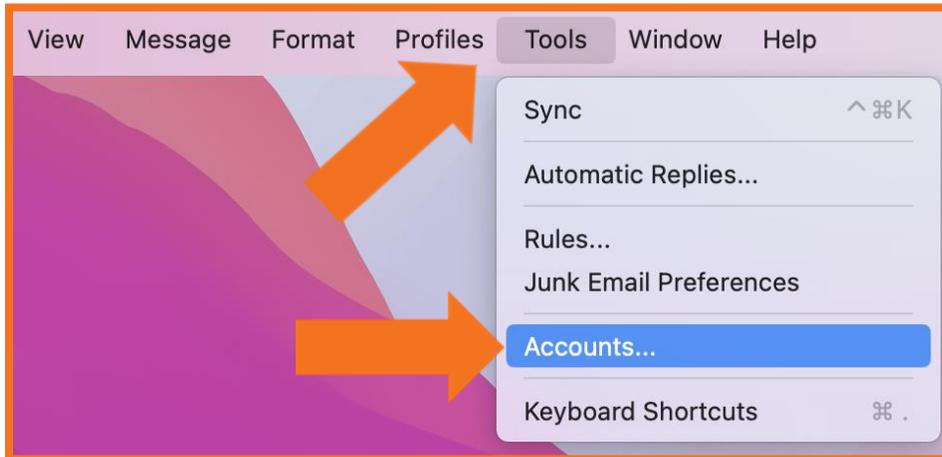# Adding an Additional Mailbox

Outlook 2013/2016 for PC

If you are using Office 2016 or older on a PC, please upgrade to Office 365. Installation instructions can be found at http://it.miami.edu/wda/it/o365_InstallUninstallOfficefromOWA.pdf .
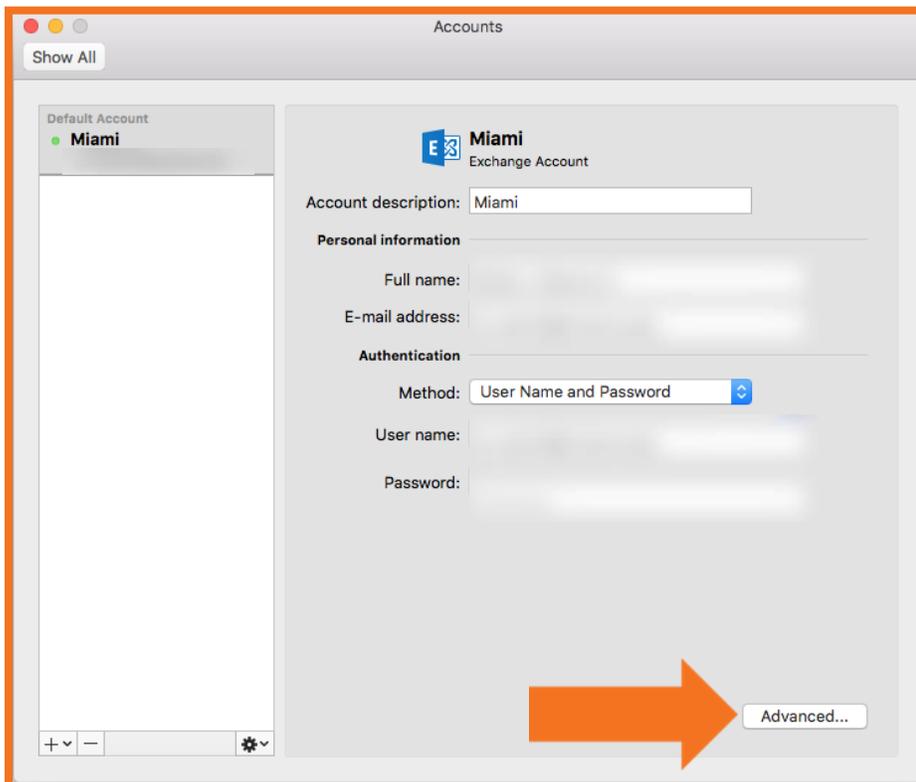
If you need assistance with the install or have any questions, please speak to our help desk at 305-284-6565 or at itsupportcenter@miami.edu.
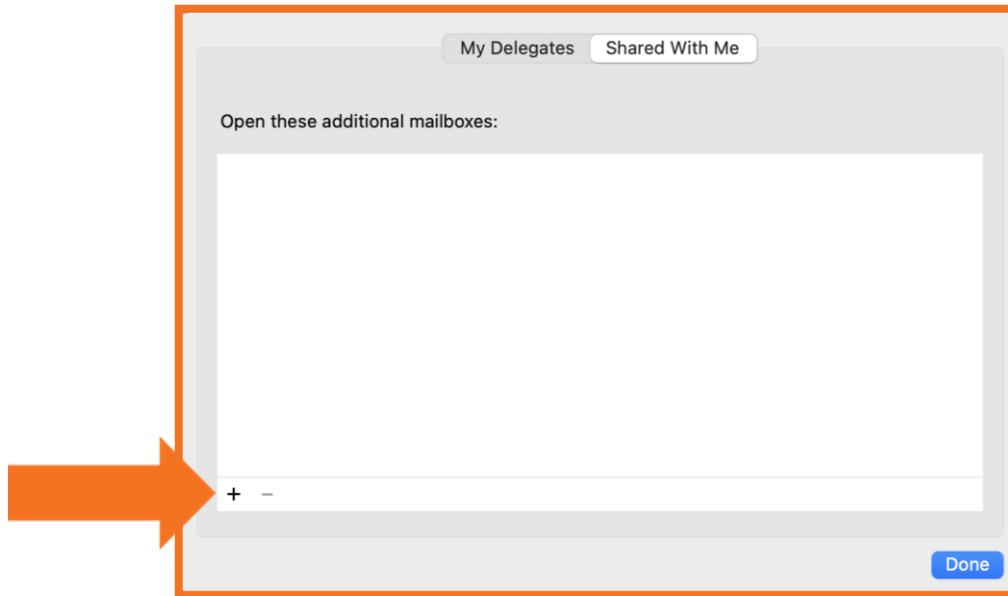
Outlook for Mac 2023/Office 365

1. In Outlook, click **Tools** > **Accounts**.

2. In the window that appears, select your Exchange account and click **Advanced...**.
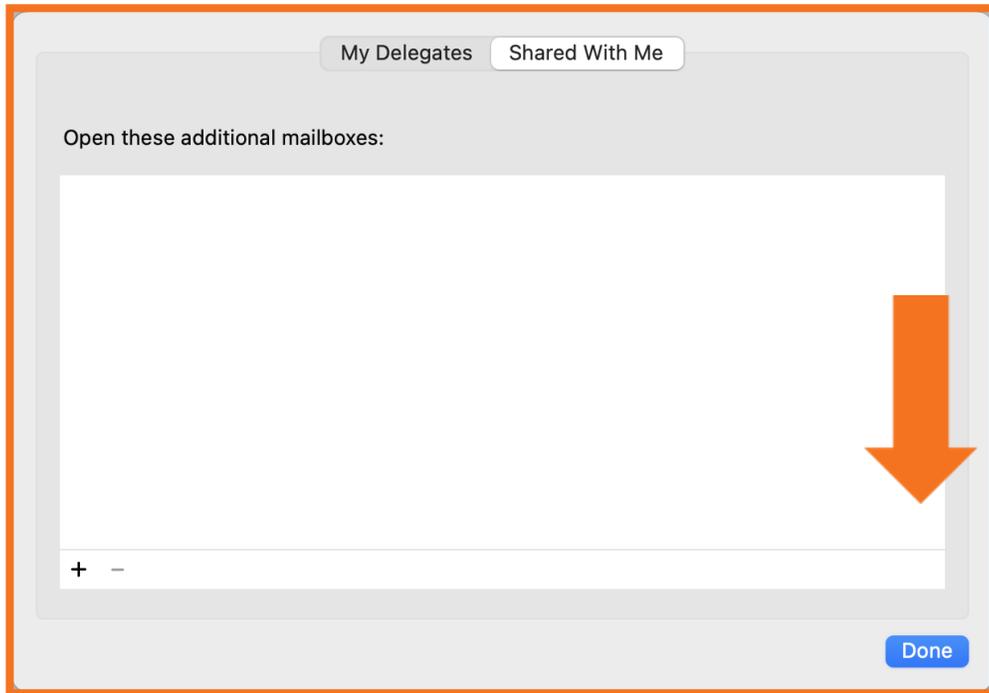

3. Click the **Shared with Me** tab. In the section named **Open these additional mailboxes** or **People I am a delegate for**, click the **+** button.
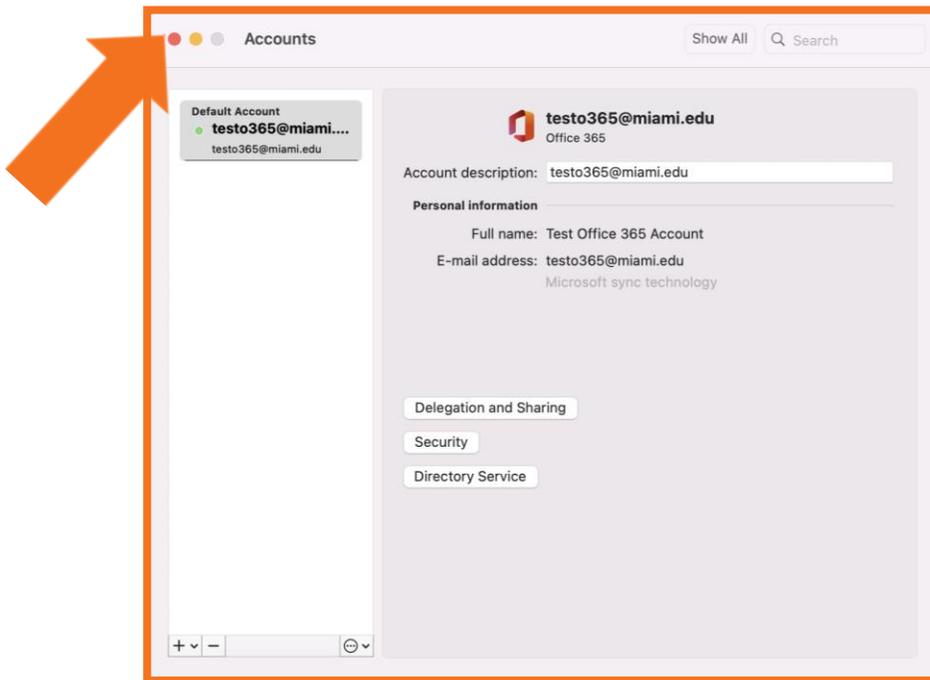
4. The **Choose User** window will appear. Type in the name of the shared mailbox in the text box and click **Find**.
5. Select the desired user from the search result list that appears and click **Add**.
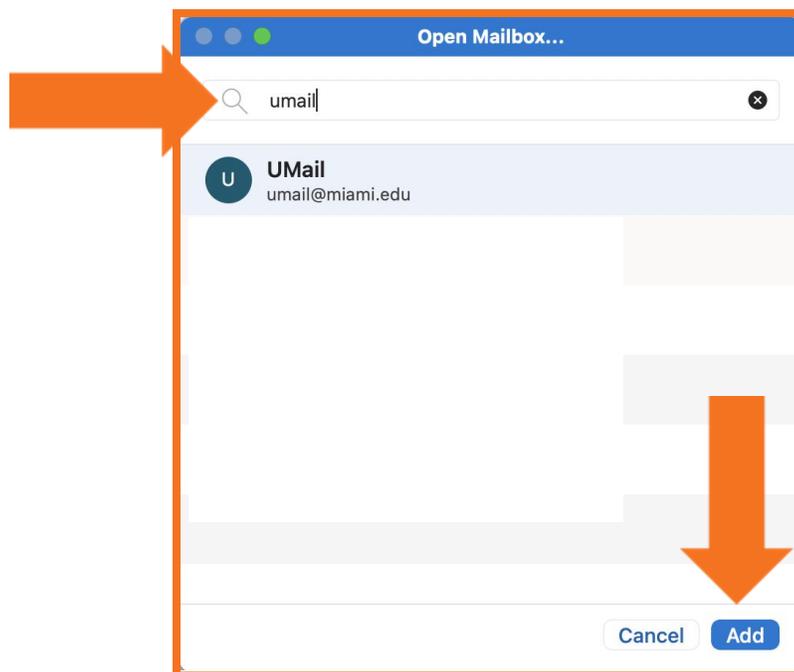

6. Click **OK** again to close the accounts window.

My Delegates   Shared With Me

Open these additional mailboxes:

+ −

Done

7. Click the red dot in the top left corner to close the accounts window.

Accounts   Show All   Q Search

Default Account
testo365@miami....
testo365@miami.edu

testo365@miami.edu
Office 365

Account description: testo365@miami.edu

Personal information

Full name: Test Office 365 Account

E-mail address: testo365@miami.edu
Microsoft sync technology

Delegation and Sharing

Security
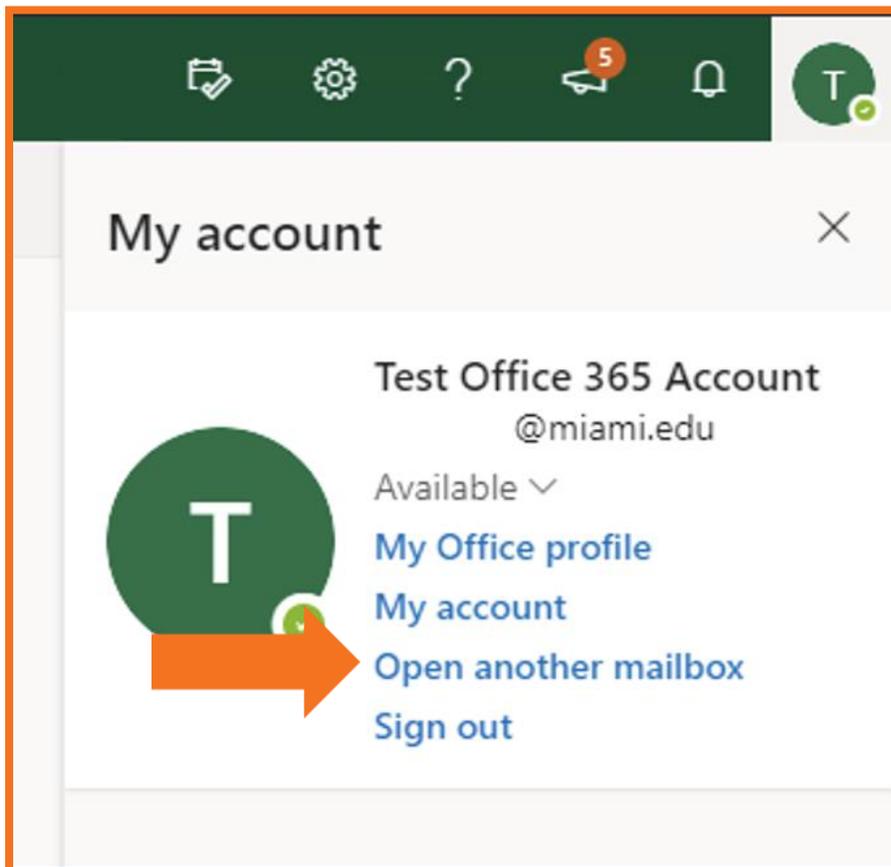
Directory Service

+ ∨ −   ⊙ ∨

8. After a short period of time that shared mailbox will appear as a folder in the View list on the left side.
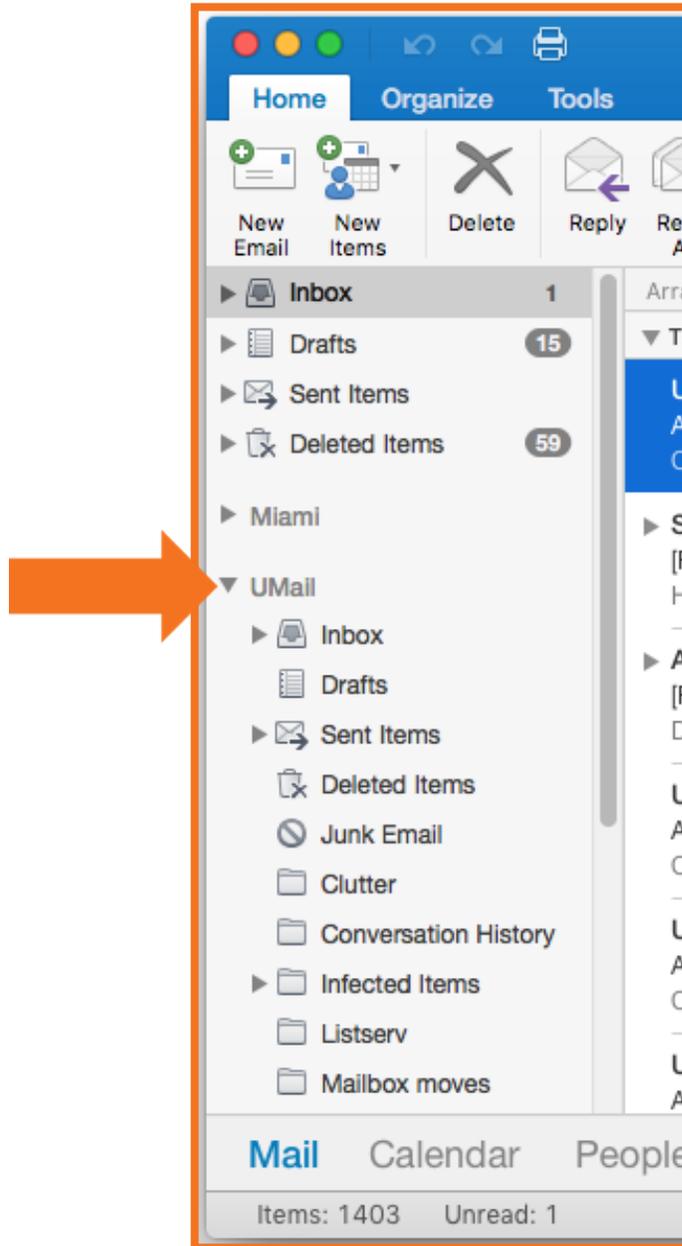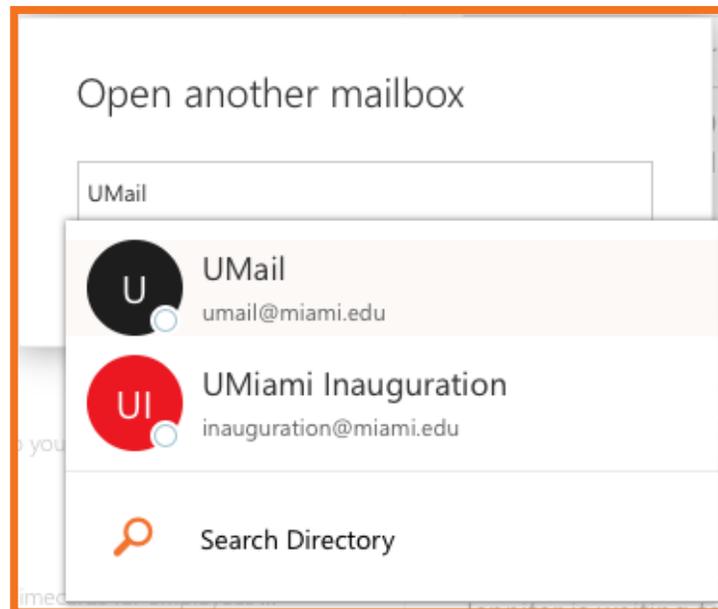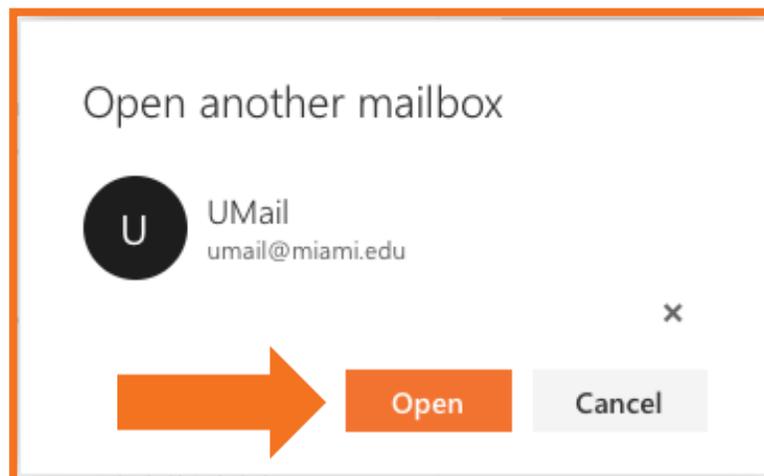
Outlook on the Web

1. To open an additional mailbox in OWA, sign in at email.miami.edu.
2. Click on your picture in the upper right-hand corner of the screen and select **Open another mailbox…**.

3. Type the name of the mailbox you want to open, and it should pop up as an option.
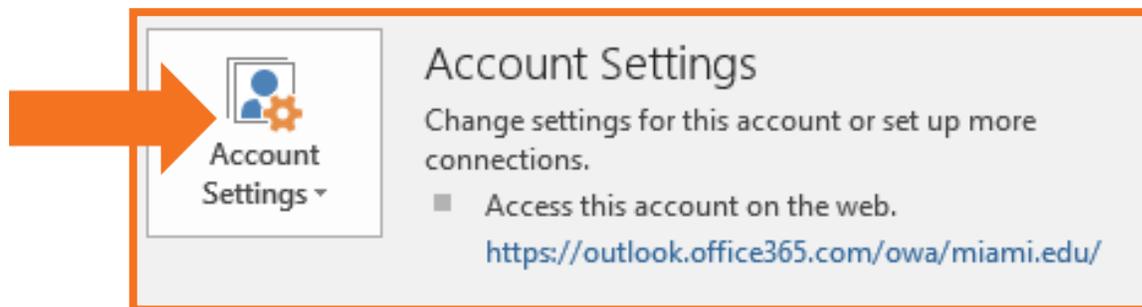4. Select the desired mailbox.

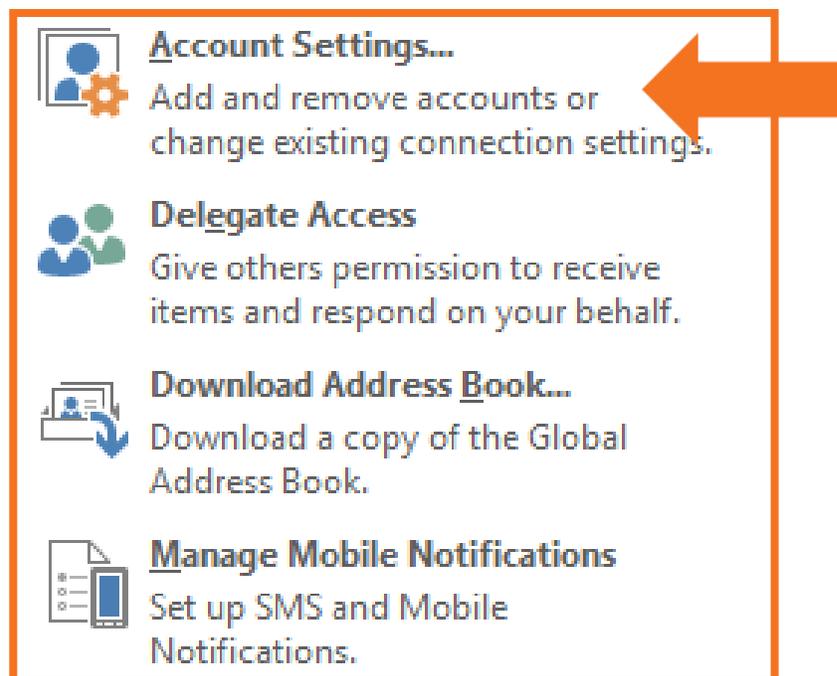5. Press **Open** and the mailbox will open in another tab or window.

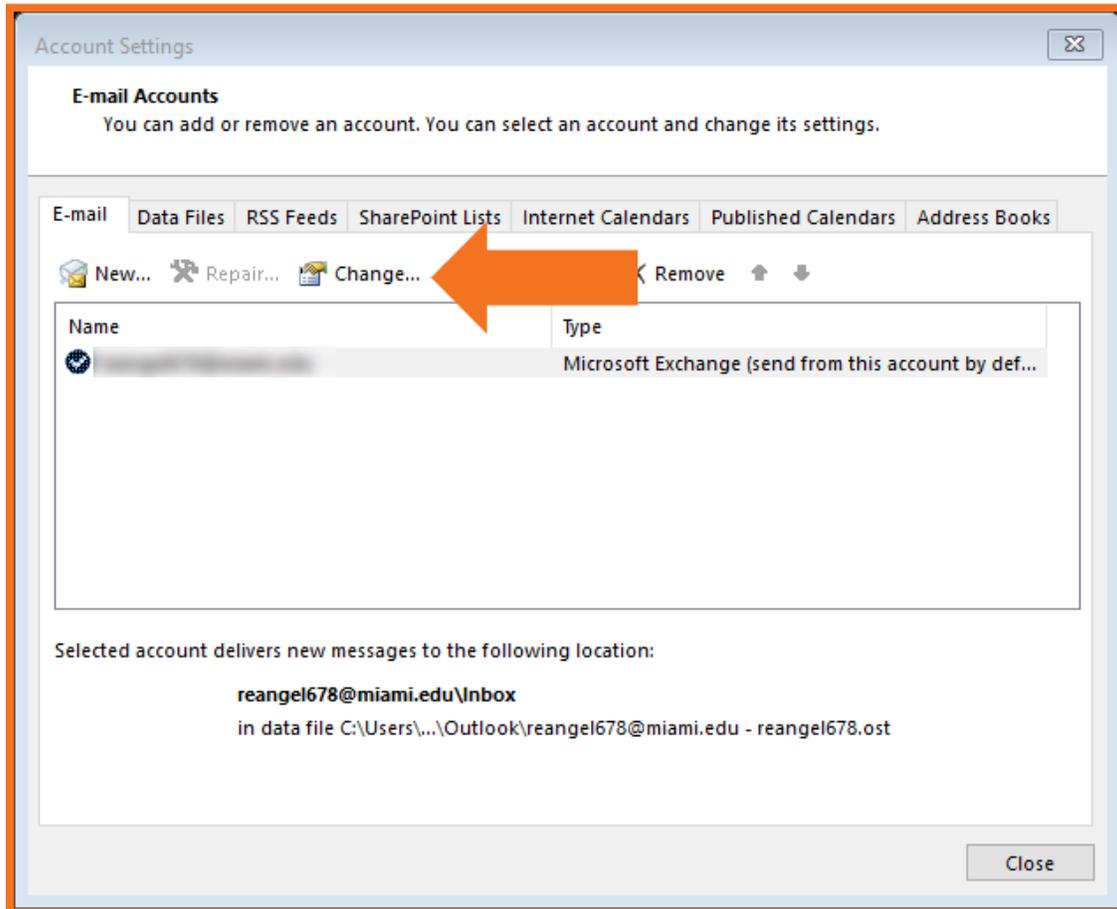# Removing an Additional Mailbox

Outlook 2013/2016 for PC

1. In Outlook, click **File** in the upper left-hand corner.
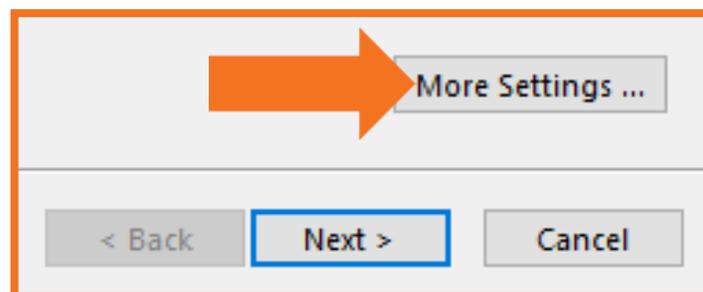2. Click **Account Settings**.

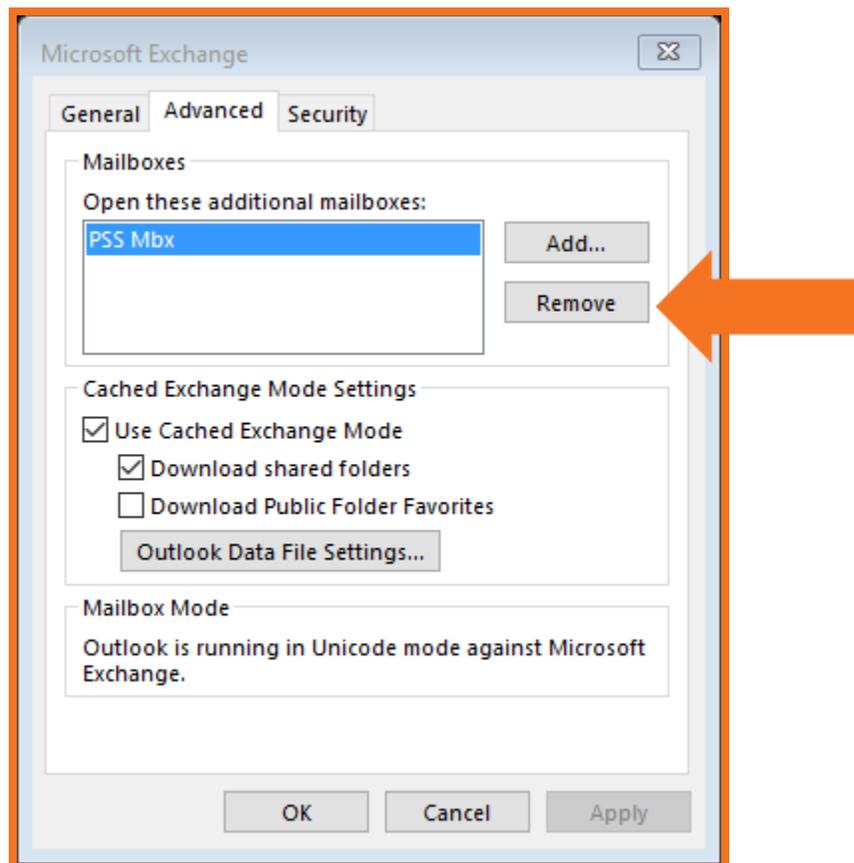3. Click **Account Settings….**.

4. Click **Change…**.

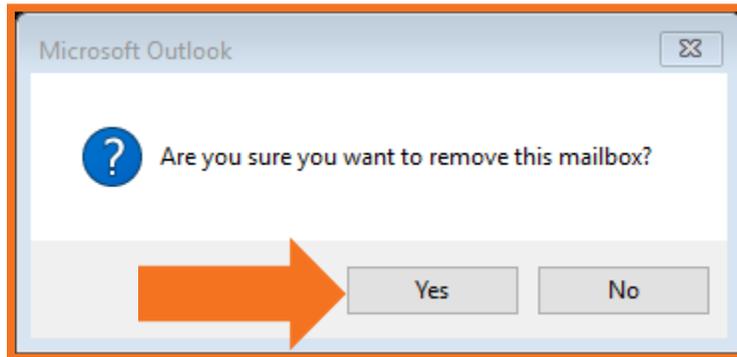5. Click **More Settings…** in the bottom right corner of the window.

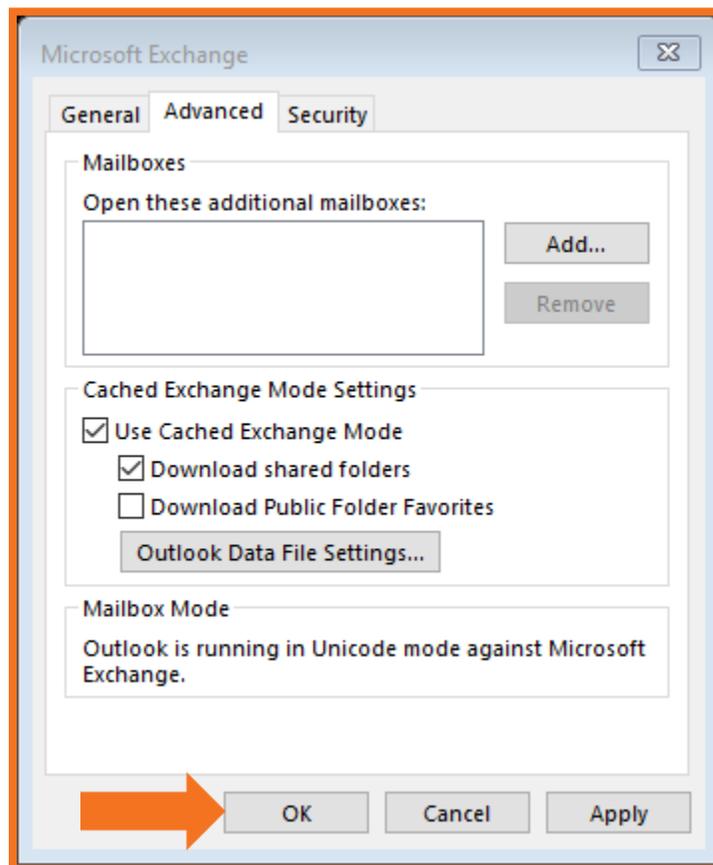6. Select the **Advanced** tab at the top of the window.

7. Click the name of the mailbox you'd like to remove.
8. Click **Remove**.

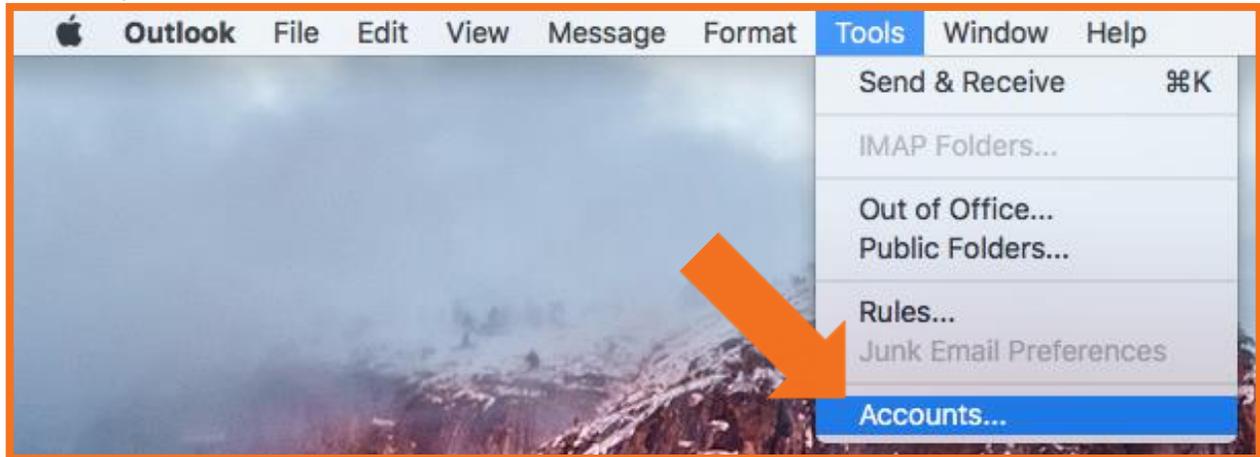9. In the dialogue box that appears, click **Yes**.

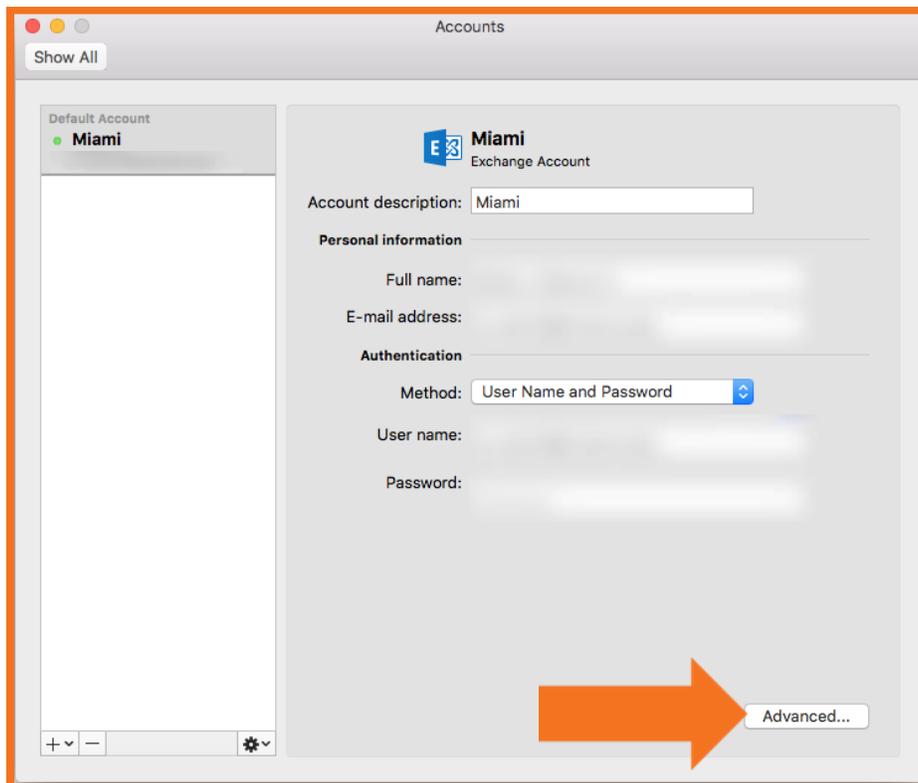10. Click **OK** to close out of the dialogue box.
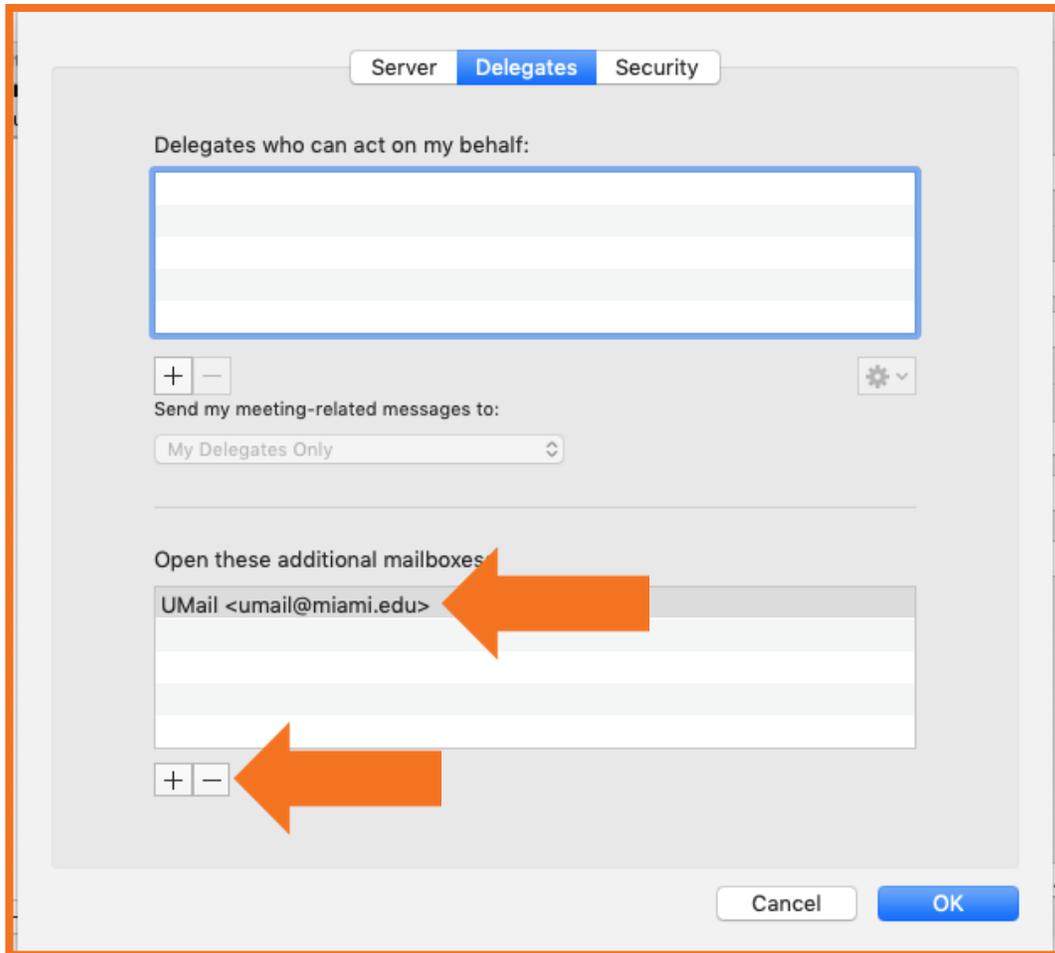
Outlook for Mac 2016/Office 365

1. Open Outlook and from the **Tools** menu, select **Accounts**.

2. In the window that appears, select your Exchange account and click **Advanced...**.

3. Click the **Delegates** tab. In the section named **Open these additional mailboxes** or **People I am a delegate for**, select the shared mailbox in the list and click **- (minus)**.
4. Click **OK** when done.

5. The shared mailbox will no longer appear as a folder in the View list on the left side.