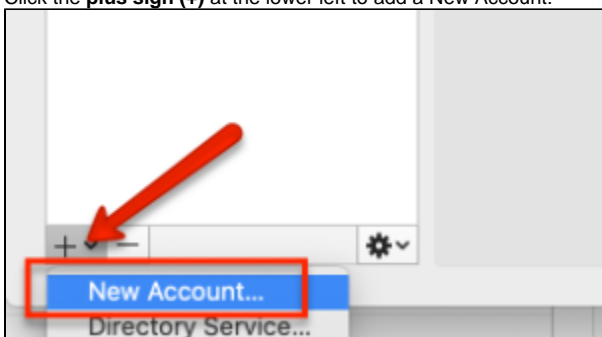


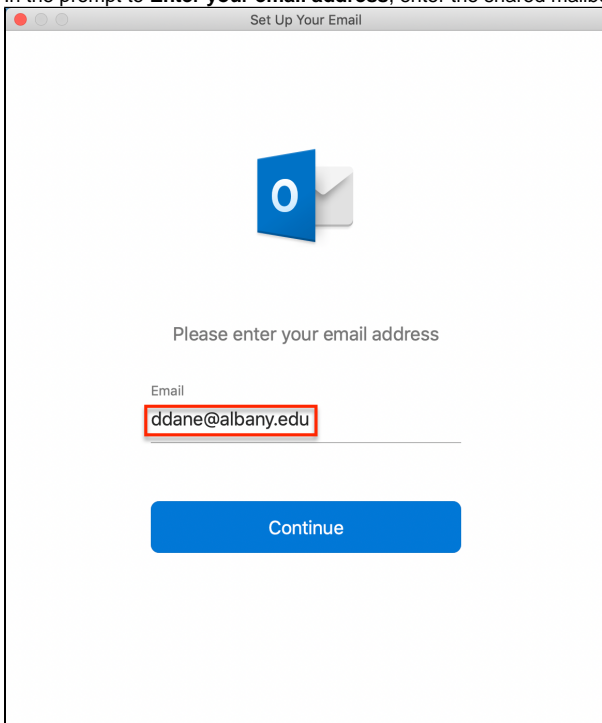
UAlbany Mail - Add a shared mailbox as a full Exchange account in Outlook for Mac

The usual way of accessing a shared mailbox in Outlook is simple, but does not provide access to all features and settings in the shared mailbox. Adding a shared mailbox to Outlook as a full Exchange account allows access to all features and settings, such as automatic replies, rules, and saving replies to the shared Sent Items folder.

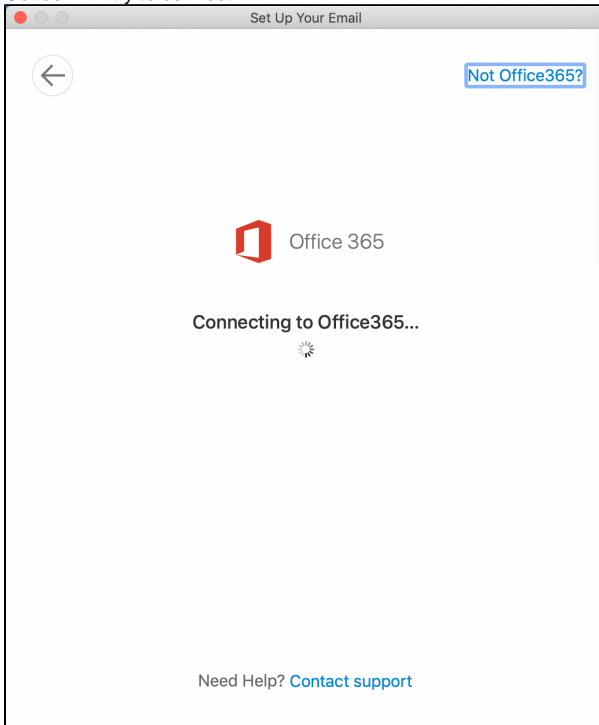
1. In Outlook, open the **Tools** menu and click **Accounts**
2. Click the **plus sign (+)** at the lower left to add a New Account:



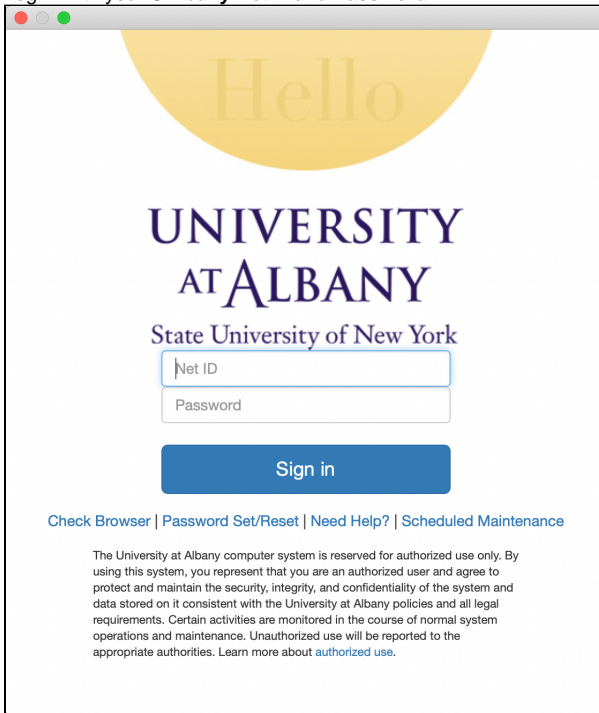
3. In the prompt to **Enter your email address**, enter the shared mailbox's **full e-mail address**:



4. Outlook will try to connect:

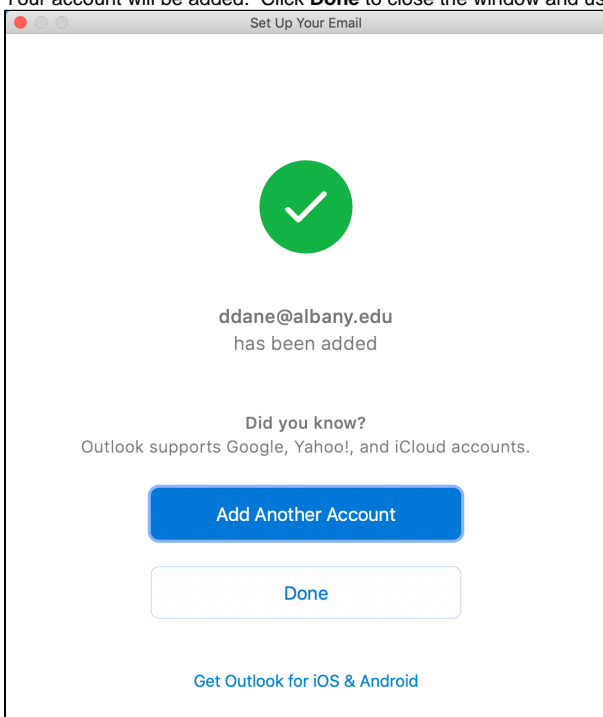


5. Log in with your **UAlbany NetID and Password:**



6. Complete your **2-step authentication**.

7. Your account will be added. Click **Done** to close the window and use your mailbox.



8. The account will then be added to your list of accounts and folders in Outlook.

Need more help? Submit an [ITS Service Desk Request](#).