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

Action

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.

Instructions

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

   ![New Account](image1)

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

   ![Set Up Your Email](image2)
4. Outlook will try to connect:

![Office 365 connection](image)

Need Help? Contact support

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

![UAlbany login](image)

Check Browser | Password Set/Reset | Need Help? | Scheduled Maintenance

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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? Contact the **ITS Service Desk**.