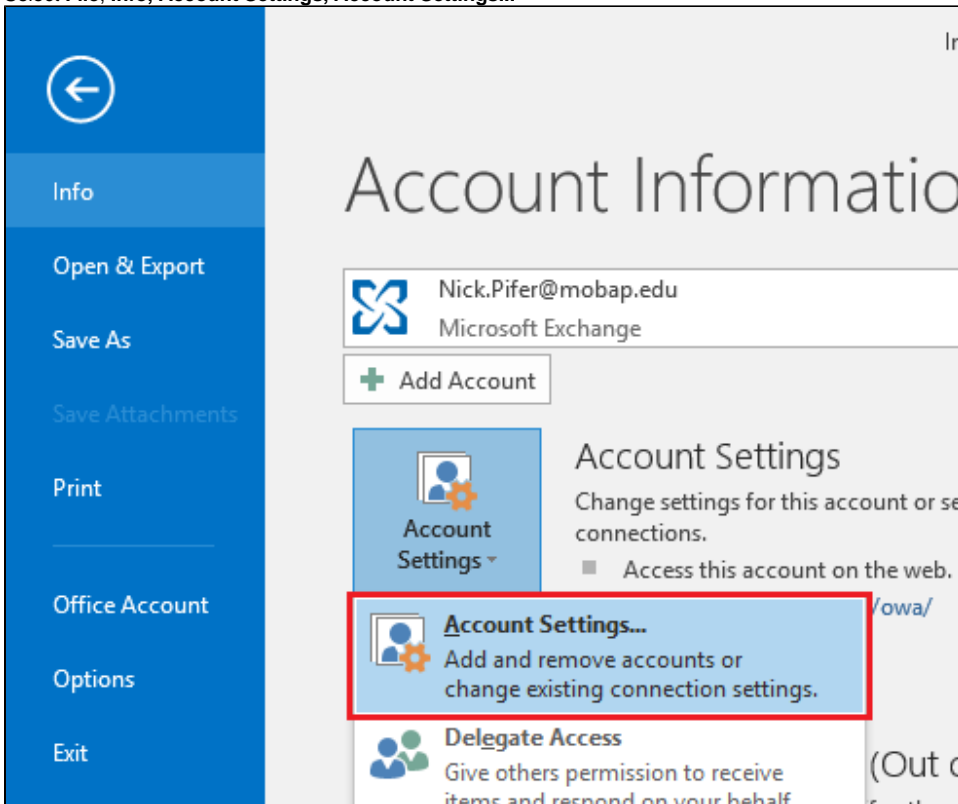


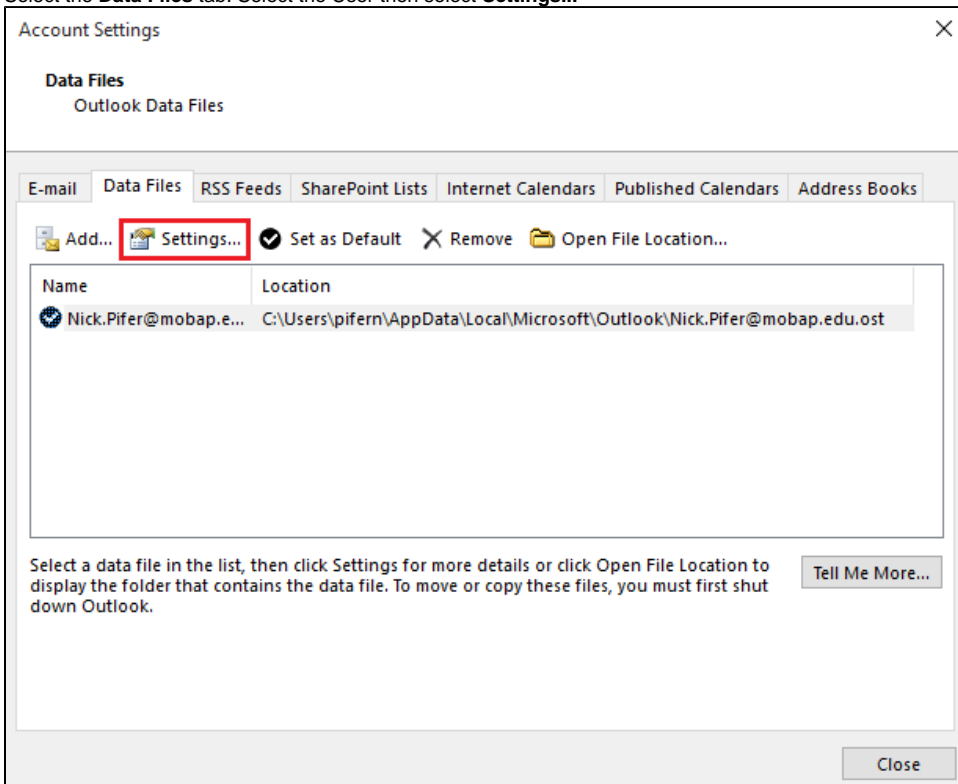
Adding a shared mailbox into Outlook

Step-by-step guide

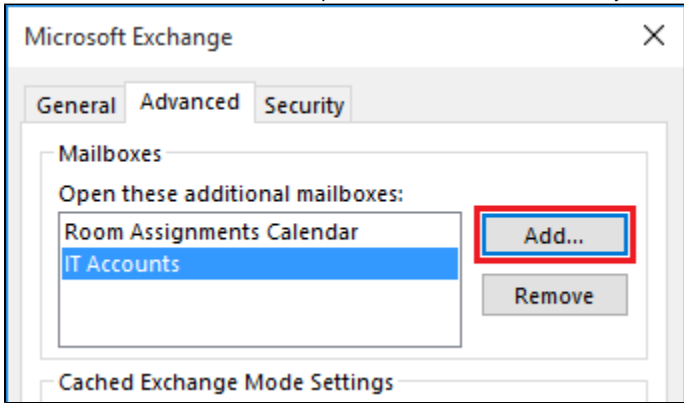
1. Select **File, Info, Account Settings, Account Settings...**



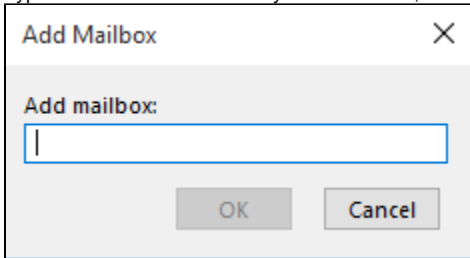
2. Select the **Data Files** tab. Select the User then select **Settings...**



3. Select the **Advanced** tab. Under "Open these additional mailboxes:" you will see a list of shared mailboxes the user has added. Select **Add**.



4. Type the name of the mailbox you want to add, and select **OK**.



5. Select **OK** and **Close** to return to Outlook. The mailbox will appear on the left-hand menu of Outlook.



If you're trying to add a mailbox that was recently created and it doesn't show up in the directory, follow the steps below.

1. Close Outlook and log off your computer.
2. Log back on and repeat the above process.
3. If the problem persists, please contact [Helpdesk](#).

Related articles

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