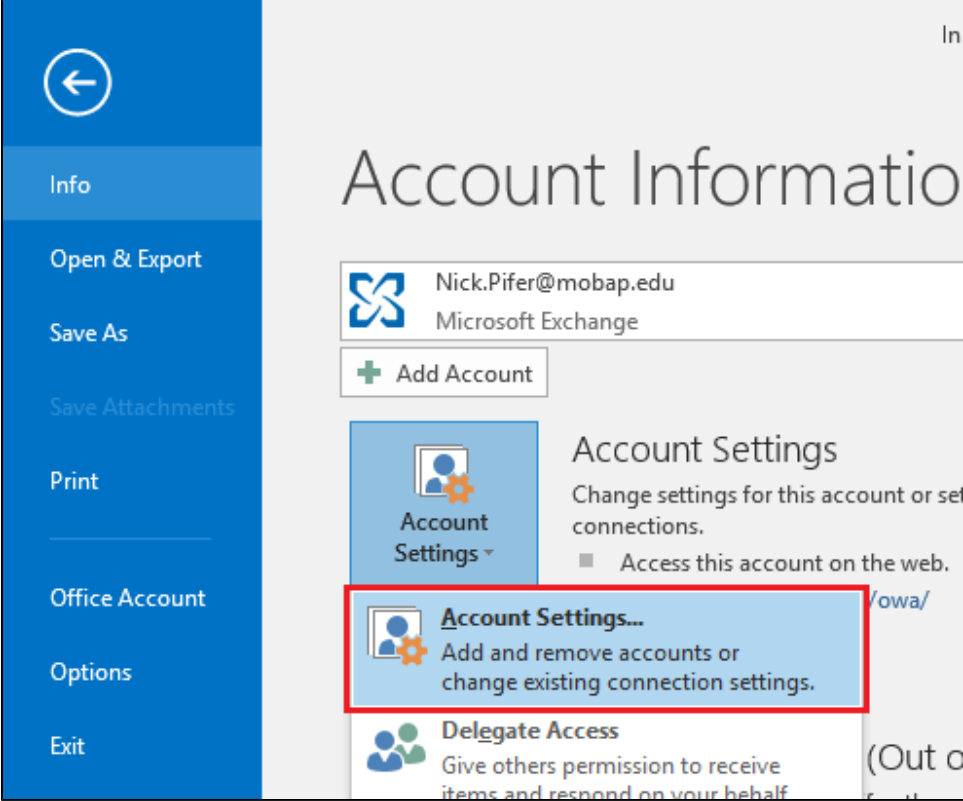


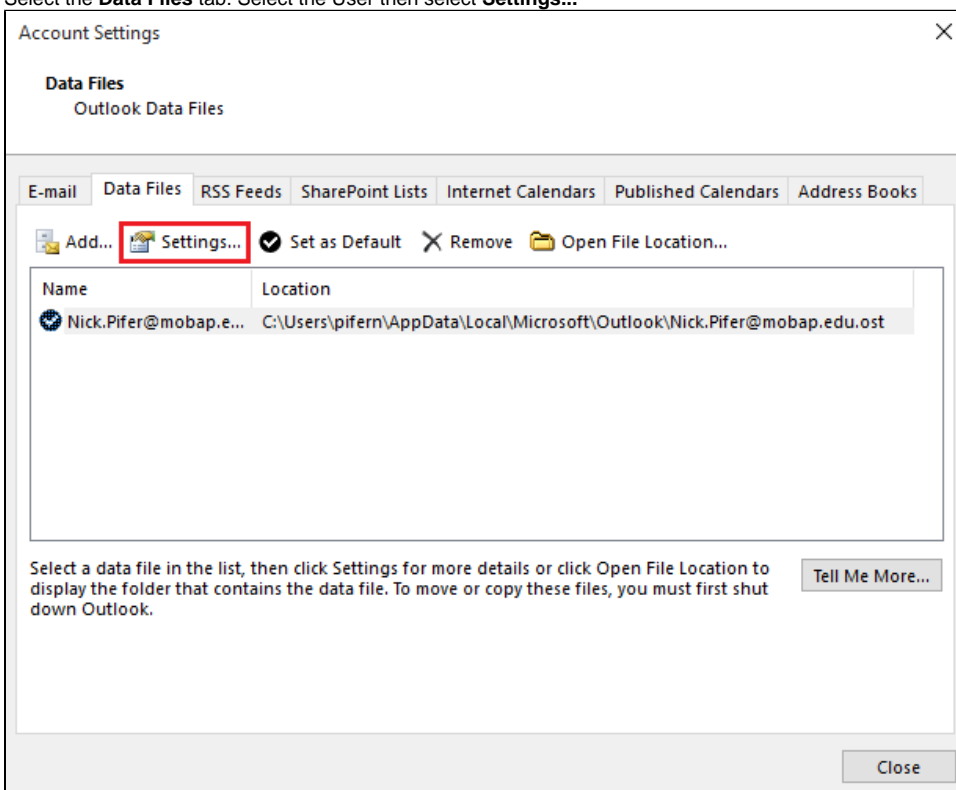
# Adding a shared mailbox into Outlook and Outlook on the Web

## Outlook Desktop Application

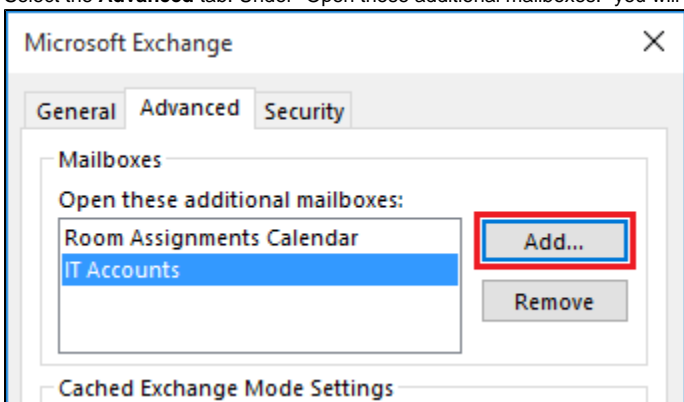
1. Select **File, Info, Account Settings, Account Settings...**



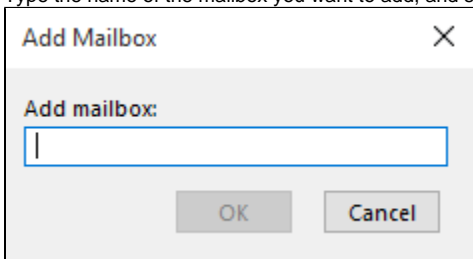
2. Select the **Data Files** tab. Select the User then select **Settings...**



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.

## Outlook On the Web

Use this method if you want to view and manage the email for the shared mailbox in its own browser window.

1. Sign in to your account in Outlook Web App.
2. On the Outlook Web App navigation bar, select your name. A list appears.
3. Select Open another mailbox.

4. Type the email address of the other mailbox that you want to open and then select Open. Or, start typing and then select Search contacts and directory to find the mailbox you want to open. Select the shared mailbox you want to open, and then select Open. Another Outlook Web App 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 retyping the email address.

Source: <https://support.microsoft.com/en-us/office/open-and-use-a-shared-mailbox-in-outlook-web-app-bc127866-42be-4de7-92ae-1ef2f787fd5c>



*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

- [Adding a shared mailbox into Outlook and Outlook on the Web](#)
- [Email Signature](#)
- [Adding a shared Calendar into Outlook Mobile App](#)
- [Change Email Profile Photo](#)
- [Junk email settings](#)