Adding a Mailbox to Outlook

This document describes how to add an additional shared or resource mailbox to your:
• Outlook application on your desktop computer (Outlook Client)
• Office 365 Outlook online (https://outlook.office365.com) account

NOTE: You must have appropriate permissions to access and add the mailbox account.

Adding Another Mailbox to Outlook on Your Desktop Computer (Outlook Client)

1. To add another mailbox, from your Outlook application click on the “File” tab in the menu bar. Then click the “Account Settings” button, and then select “Account Settings”.

2. In Account Settings, select your email address (so it is highlighted) and then click Change.

3. On the following screen, select the “More Settings” button.
4. Select the “Advanced” tab up top and click the “Add” button.

5. Type in the name of the mailbox that you are permissioned to access. If you are presented with multiple options, select the appropriate mailbox and then click the “OK” button.

6. You will see the mailbox name appear in the list. Now, click the “Apply” button and then click “OK”.

7. You will now be returned to the E-mail Accounts screen listing your email address. Click the “Next” button, and then “Done”.

8. Close out of the Account Settings screen. The mailbox you added is now visible in the mail pane (left navigation pane). It will be located below your First.Last-Name@delaware.gov mailbox folders.
Adding Another Mailbox to Office 365 Outlook Web Browser Application (portal.office.com)


2. Right click on the “Folders” menu item.

3. Select “Add shared folder”

```
    Folders
    Create new folder
    Add public folder to Favorites
    [Add shared folder]
    Assign policy
    Permissions
```

“Add shared folder” will appear. Enter the name of the resource mailbox that you would like to add to your outlook menu. Select Add.

```
    Add shared folder
    Enter the name or email address of a user who has shared folders with you.
    [DTI_OCM]
    [DTI_OCM Team]
    [Search Directory]
```

4. “Add shared folder” will appear. Enter the name of the resource mailbox that you would like to add to your outlook menu. Select Add.

5. The Resource box will appear below your Inbox.
6. When you open the Resource mailbox, the Inbox may not necessarily be the first option under the Resource mailbox title.

7. When sending a message from the Resource Mailbox you will need to update the From section. To do so, select **From**, if the Resource mailbox name does not appear, select **Other email address**...

8. Choose the Resource Mailbox name and complete the email message. Send to recipients.

9. Recipients will receive the email from the Resource mailbox.