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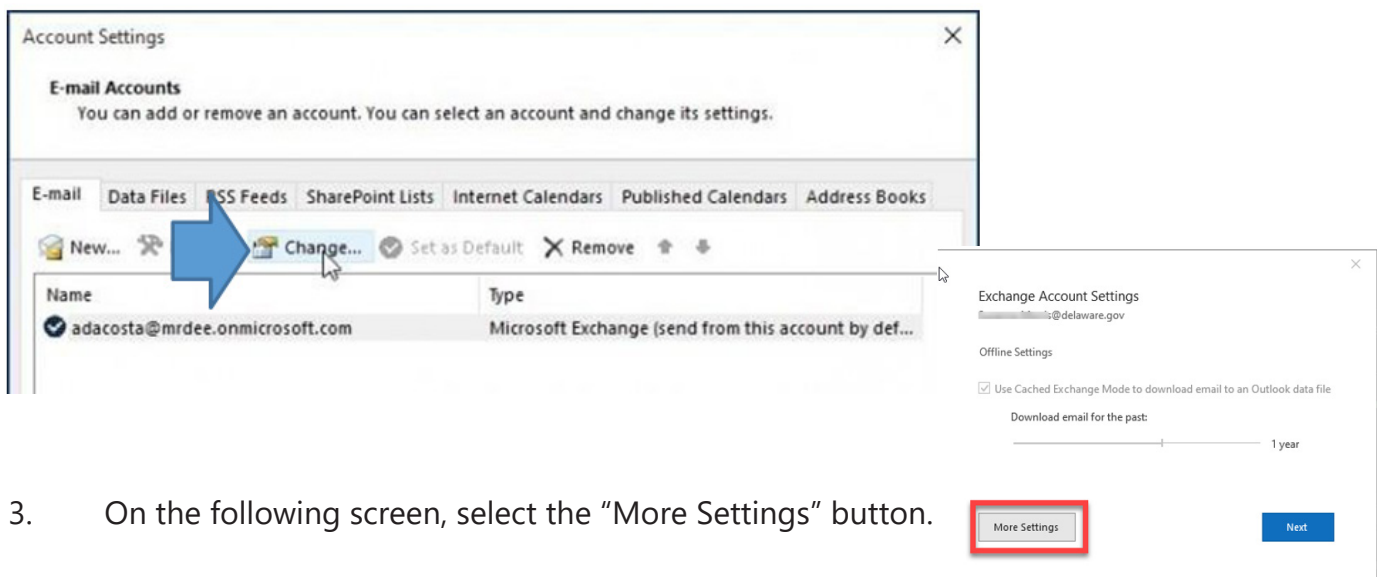
## Adding Another Mailbox to Outlook on Your Desktop Computer (Outlook Client)

1. To add another mailbox, from your Outlook application click on the "File" tab in the menu bar.

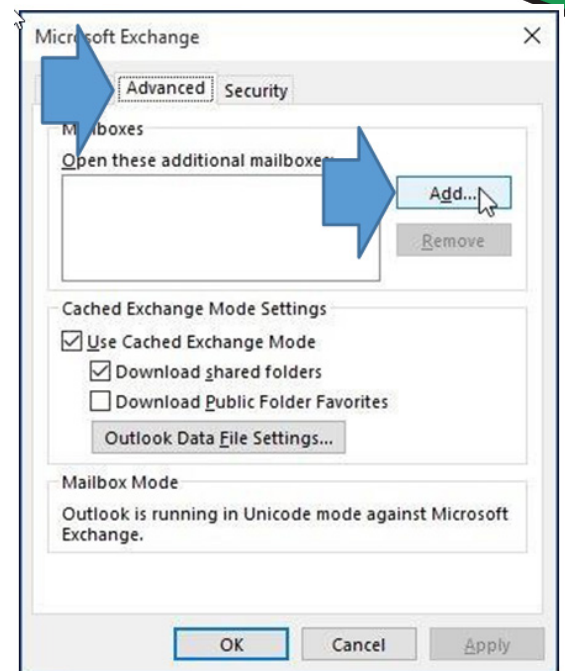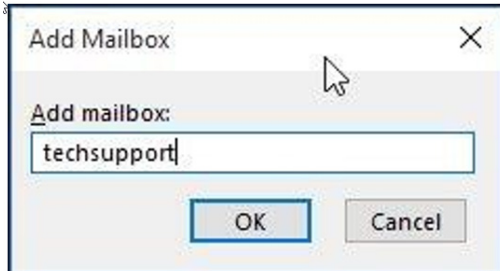Then click the "Account Settings" button, and then select "Account Settings".
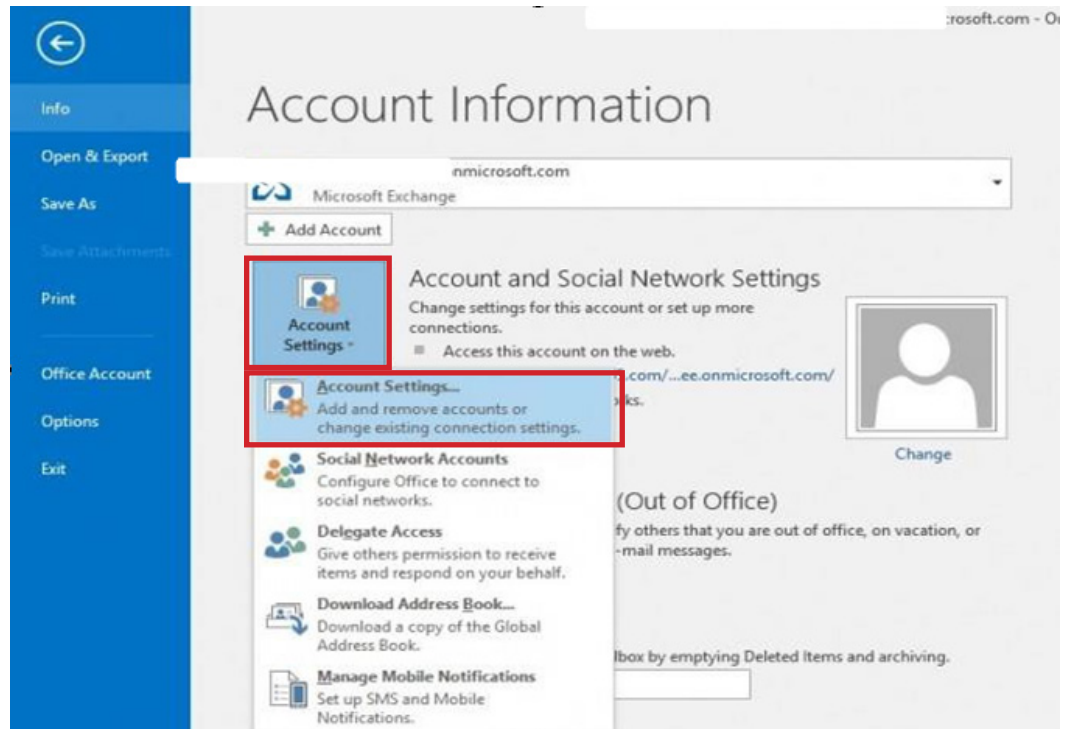


2. In Account Settings, select your email address (so it is highlighted) and then click Change.
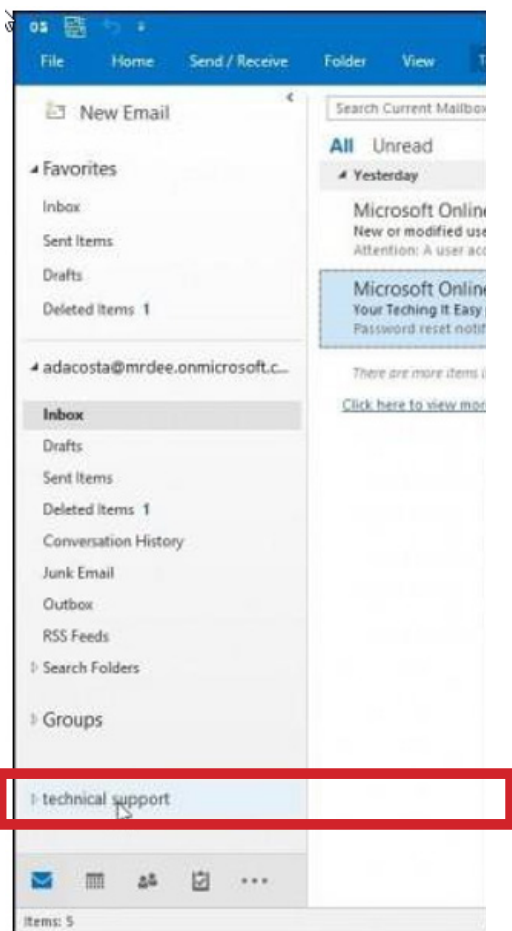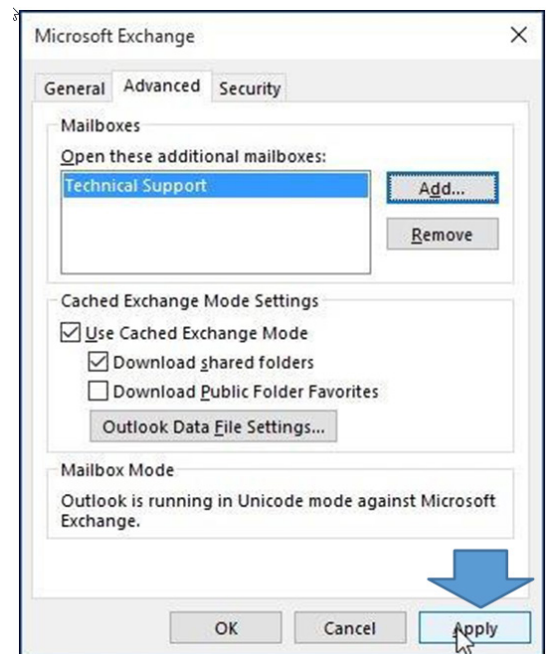


3. On the following screen, select the "More Settings" button.

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.

**Add Mailbox** ✕

Add mailbox:

techsupport

OK     Cancel

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**Microsoft Exchange** ✕

Advanced | Security

Mailboxes
Open these additional mailboxes:

                     Add...

                     Remove

Cached Exchange Mode Settings
☑ Use Cached Exchange Mode
     ☑ Download shared folders
     ☐ Download Public Folder Favorites
     Outlook Data File Settings...

Mailbox Mode
Outlook is running in Unicode mode against Microsoft Exchange.

OK     Cancel     Apply

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

**Microsoft Exchange** ✕

General | Advanced | Security

Mailboxes
Open these additional mailboxes:

Technical Support           Add...

                     Remove

Cached Exchange Mode Settings
☑ Use Cached Exchange Mode
     ☑ Download shared folders
     ☐ Download Public Folder Favorites
     Outlook Data File Settings...

Mailbox Mode
Outlook is running in Unicode mode against Microsoft Exchange.

OK     Cancel     Apply

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File   Home   Send / Receive   Folder   View

New Email

▲ Favorites

Inbox

Sent Items

Drafts

Deleted Items 1

▲ adacosta@mrdee.onmicrosoft.c...

Inbox

Drafts

Sent Items

Deleted Items 1

Conversation History

Junk Email

Outbox

RSS Feeds

▷ Search Folders

▷ Groups

▷ technical support

Items: 5

Search Current Mailbox

All   Unread

▲ Yesterday

Microsoft Onlin
New or modified use
Attention: A user acc

Microsoft Onlin
Your Teching It Easy
Password reset notif

There are more items i

Click here to view mor

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)**

1.      In your browser go to URL, https://outlook.office365.com.  Using your State of Delaware credentials login and use your 2-Factor Authentication as prompted.

2.      Right click on the "Folders" menu item.
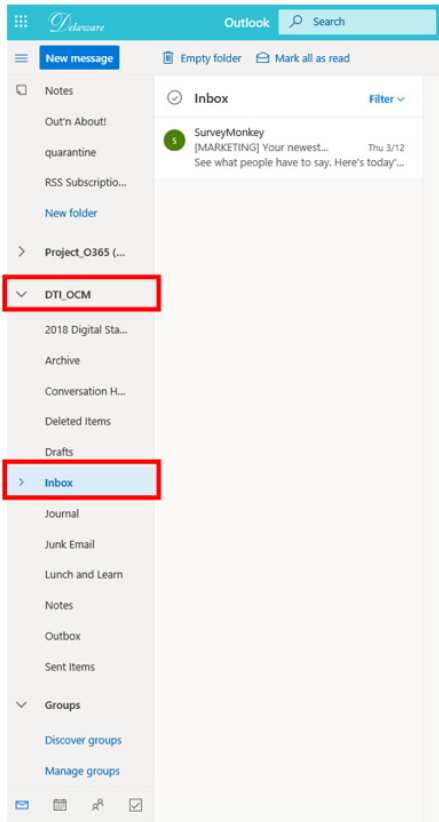
3.      Select "Add shared folder"



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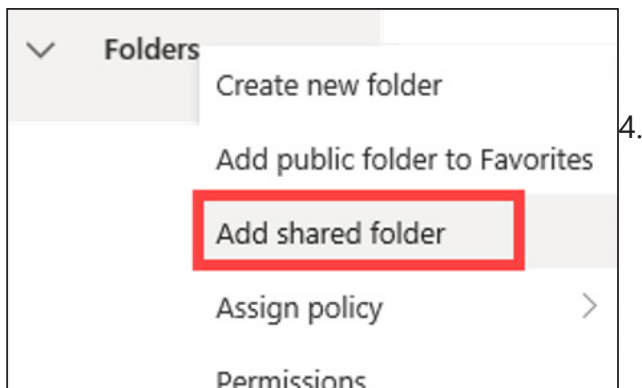
"Add shared folder" will appear.  Enter the name of the resource mailbox that you would like to add to your outlook menu.  Select **Add**.
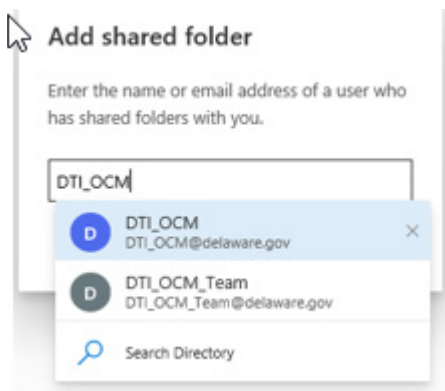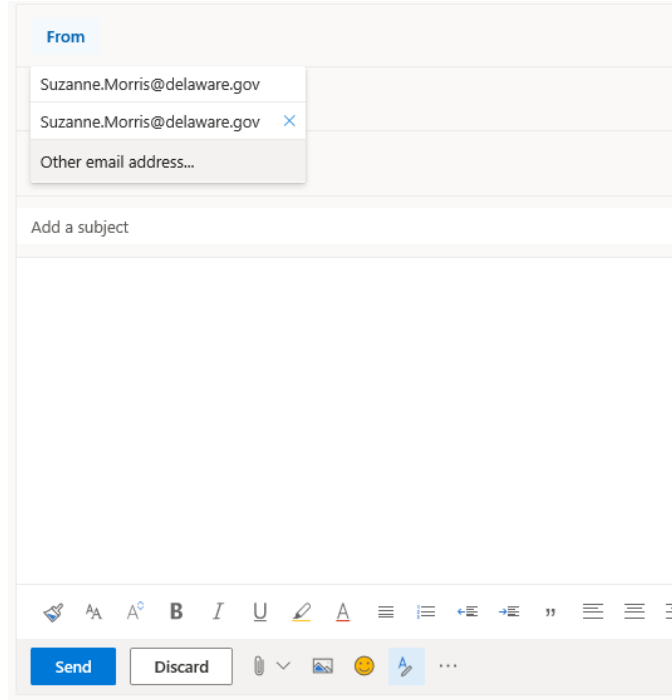




5.      The Resource box will appear below your Inbox.
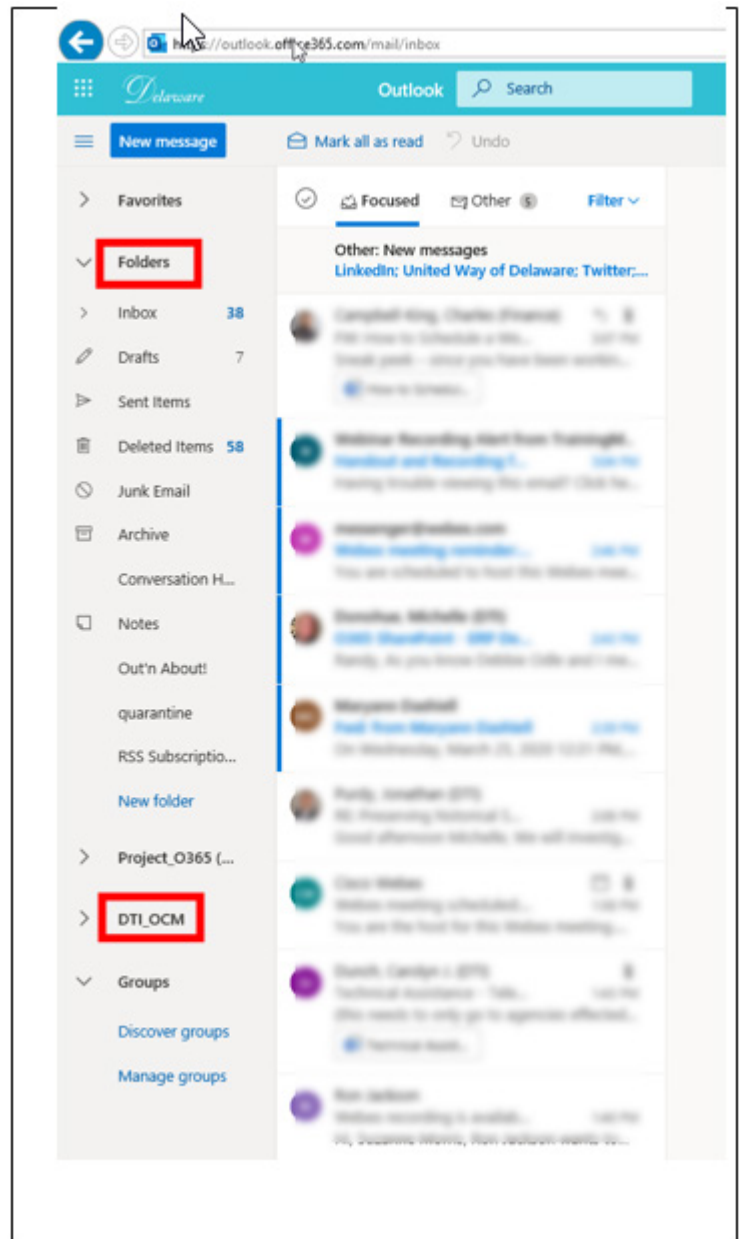
6. When you open the Resource mailbox, the Inbox may not necessarily be the first option under the Resource mailbox title.



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.
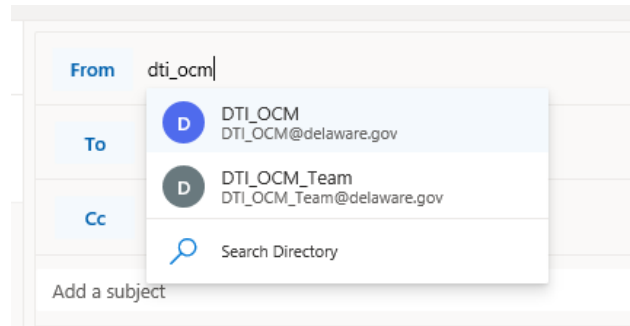


9. Recipients will receive the email from the Resource mailbox.