



Outlook and Outlook Web Access

Managing Additional Mailboxes

Point Solutions - Support Gables One Suite 1100

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Technical Support Email itsupportcenter@miami.edu

IT Training <http://www.miami.edu/it/training>

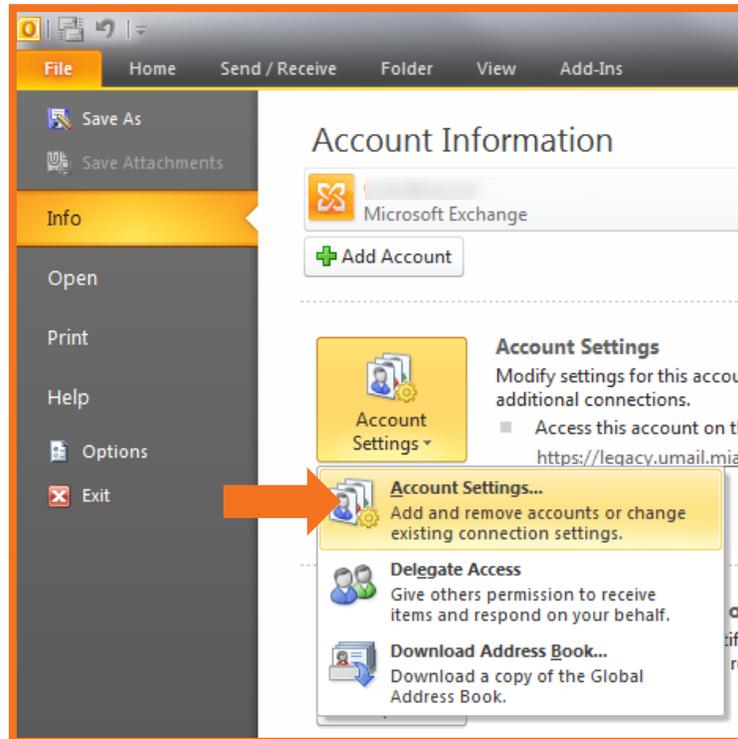
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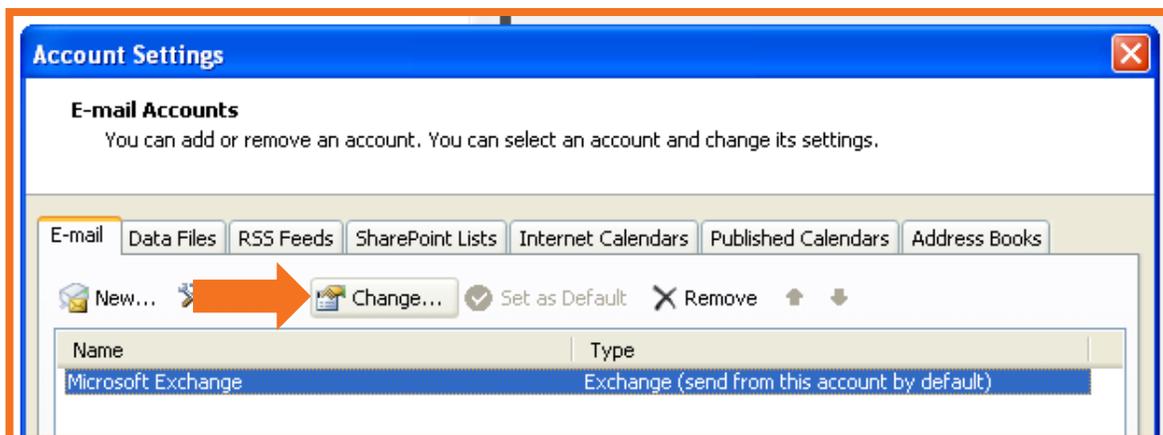
Adding an Additional Mailbox

Outlook 2013/2016

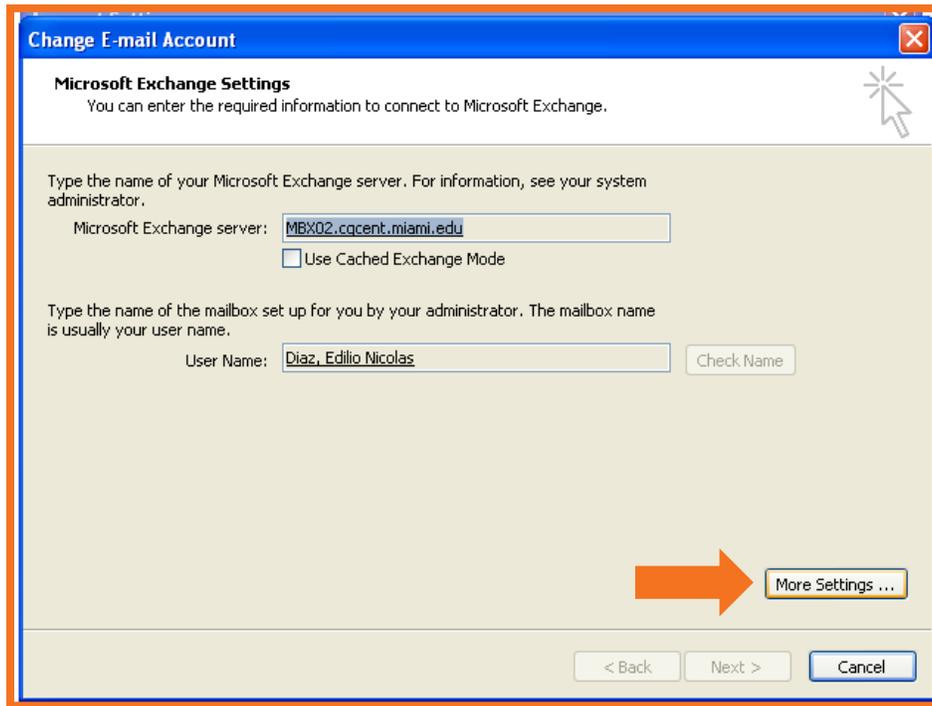
3. With Microsoft Outlook open, click **File > Account Settings**.



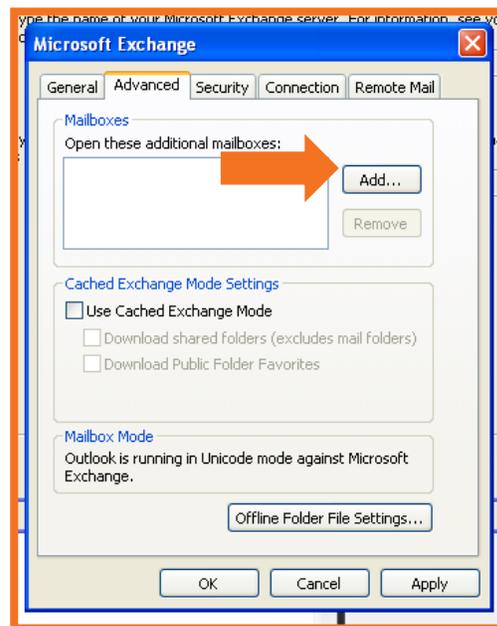
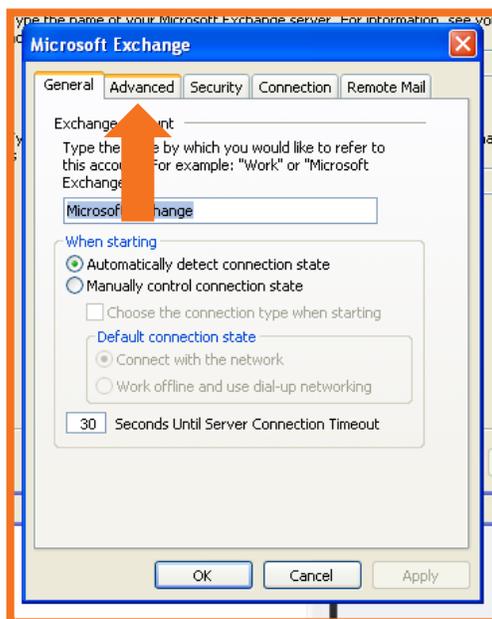
2. On the Account Settings window, click **Change...**



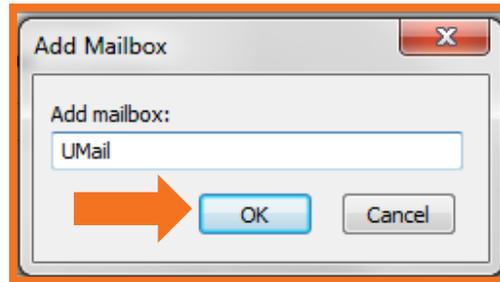
3. On the Change Exchange Settings window, click on **More Settings...** .



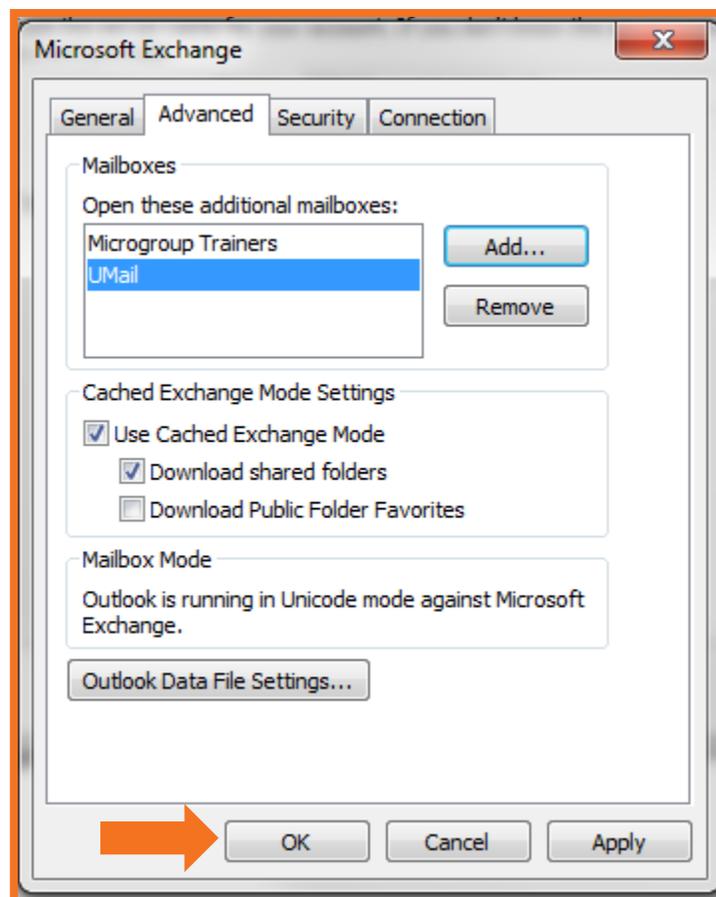
4. Click the **Advanced** tab in the Microsoft Exchange window.
5. Click the **Add** button.



6. In the **Add Mailbox window** type in the mailbox name and click **OK**.



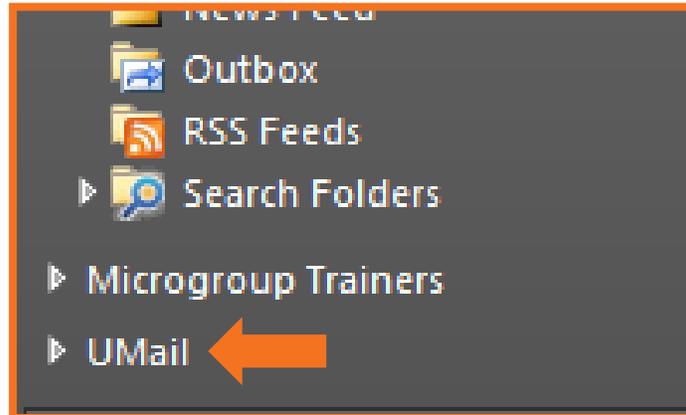
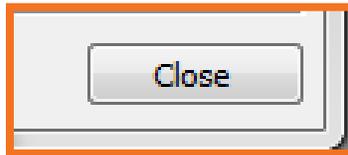
7. The mailbox name will now appear in the **Open these additional mailboxes:**. Click **OK** to close the window.



8. Click **Next** and then **Finish** to close the **Change Account** window.

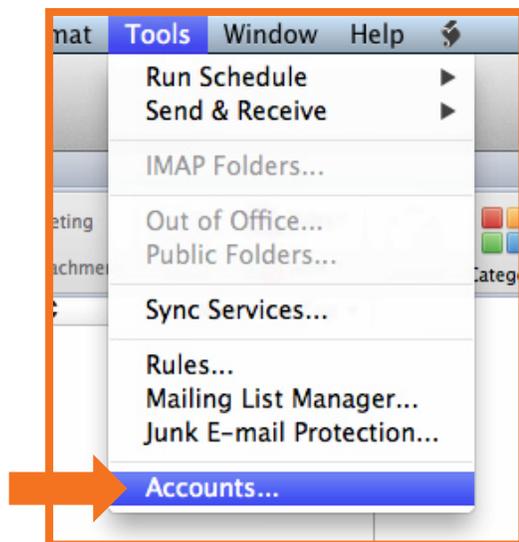


- 9. Click **Close** to close the **Account Settings** window.
- 10. The mailbox should appear in your profile.

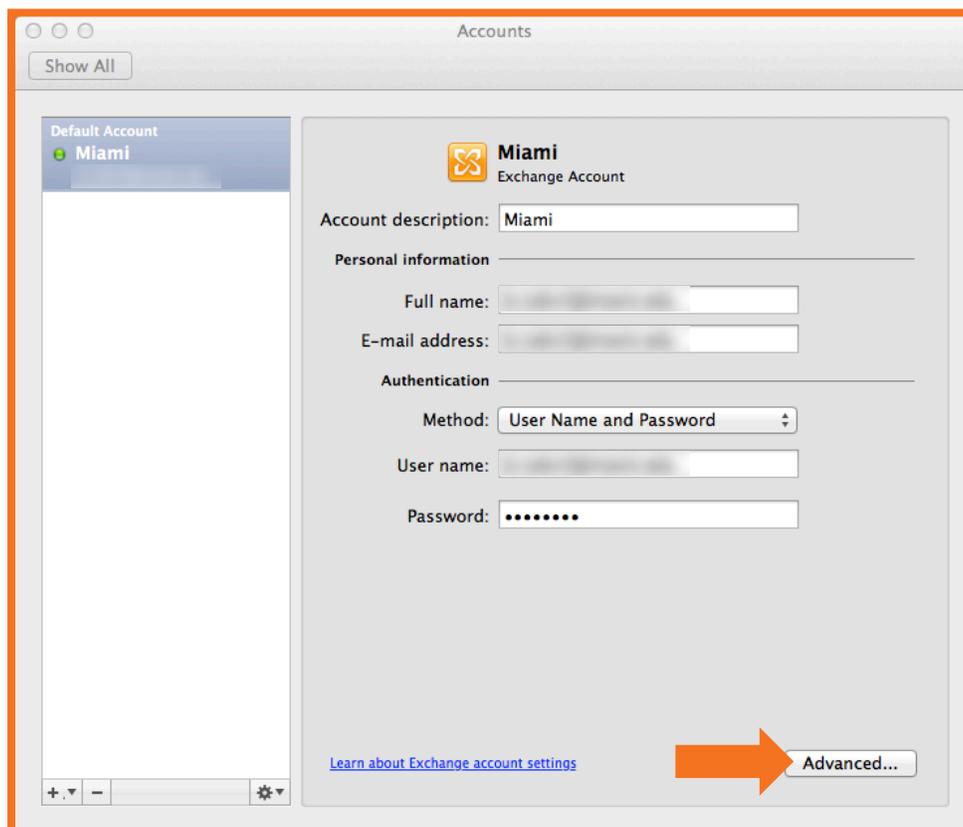


Outlook 2011/2016 for Mac

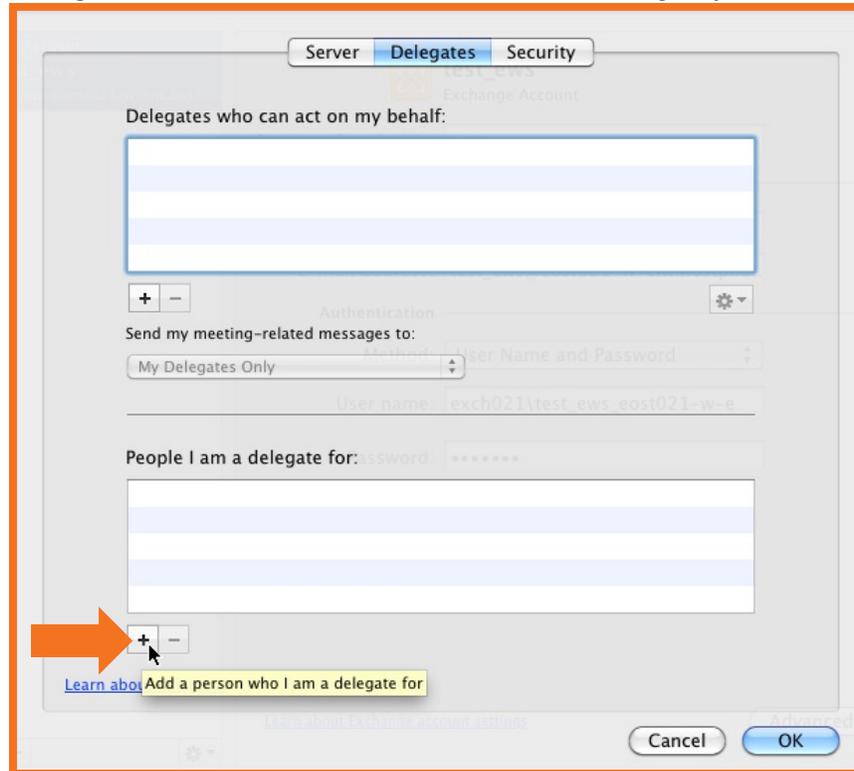
1. In Outlook, select **Tools** and then **Accounts**.



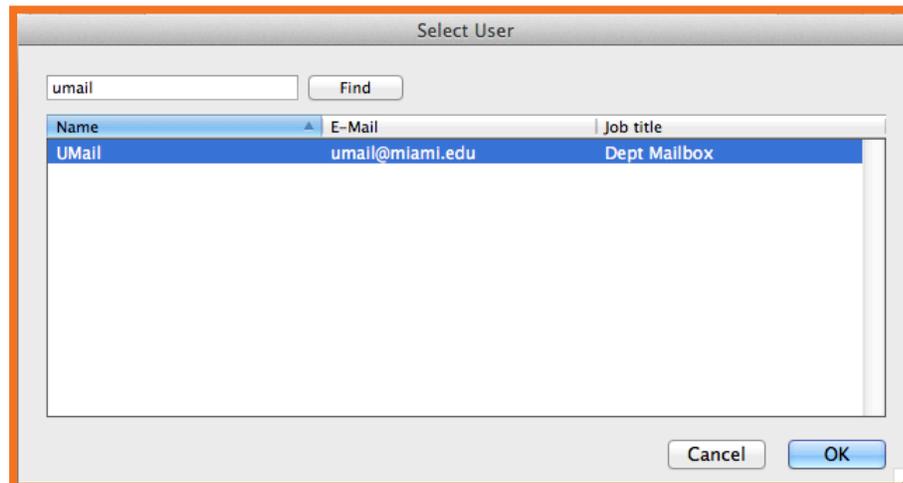
2. In the window that appears, select your Exchange account and click **Advanced...**



3. Click the **Delegates** tab. In the section named *Users I am a delegate for*, click the **+** button.



4. The **Select User** window will appear. Type in the name of the shared mailbox in the text box and click **Find**. Select the desired user from the search result list that appears and click **OK**.



5. Click **OK** again to close the accounts window. After a short period of time that shared mailbox will appear as a folder in the View list on the left side.

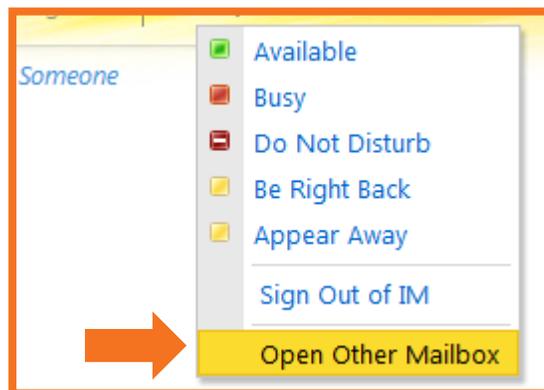
Outlook Web Access (umail.miami.edu)

If you are on UMail you can check your mail and access additional mailboxes at <http://umail.miami.edu>.

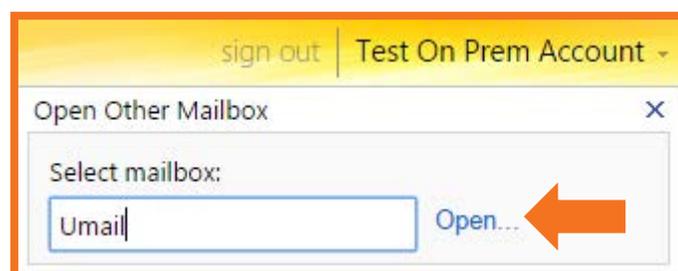
1. After signing in to <http://umail.miami.edu>, click the down arrow next to the mailbox name.



2. Choose **Open Other Mailbox** from the drop down list.



3. In **Open Other Mailbox** window enter the name or address of the mailbox you wish to view and Click **Open**.

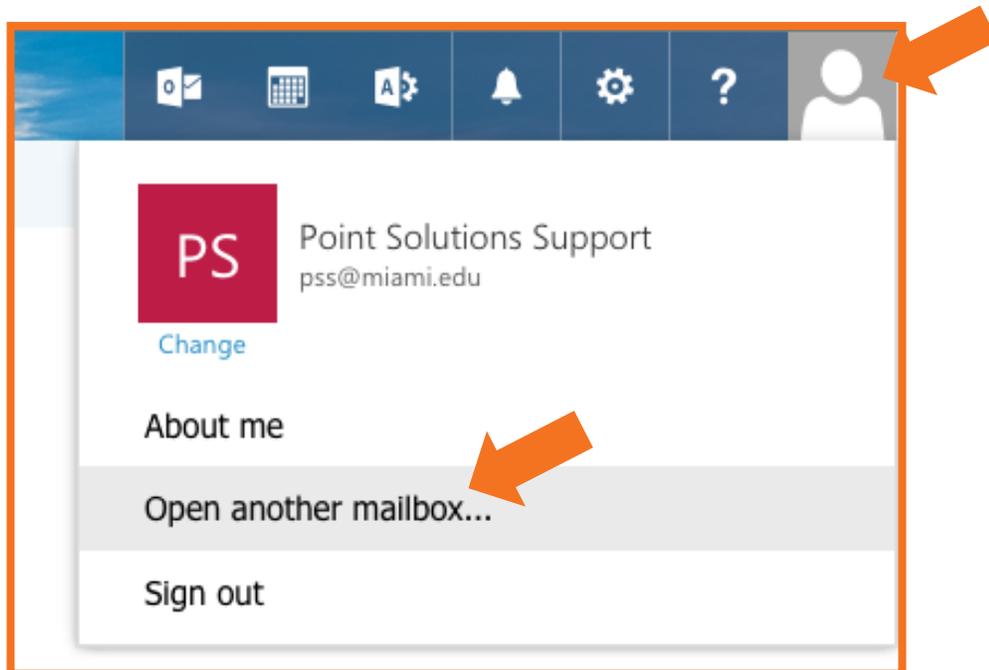


4. The shared mailbox will be displayed in a new window.

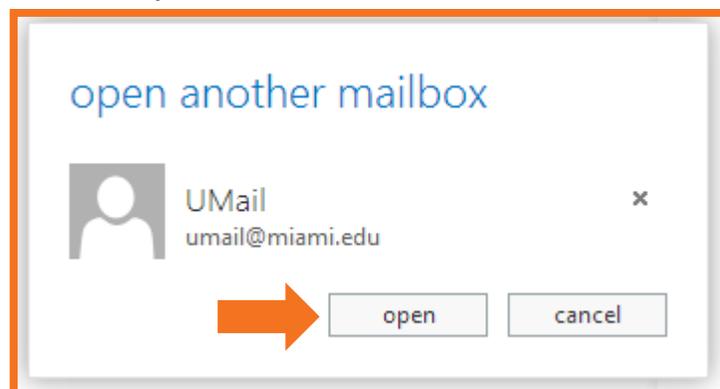
Outlook Web Access (email.miami.edu)

If you are on Office 365 you can check your mail and access additional mailboxes at <http://email.miami.edu>.

1. After signing in to <http://email.miami.edu>, click on your picture or the avatar in the top right corner.
2. Choose **Open another mailbox...** from the drop down list.



4. In **Open Other Mailbox** window enter the name or address of the mailbox you wish to view and press Enter.
5. The name should resolve or you should receive a list of names. If a list of name appears, select the appropriate name. Click **Open**.

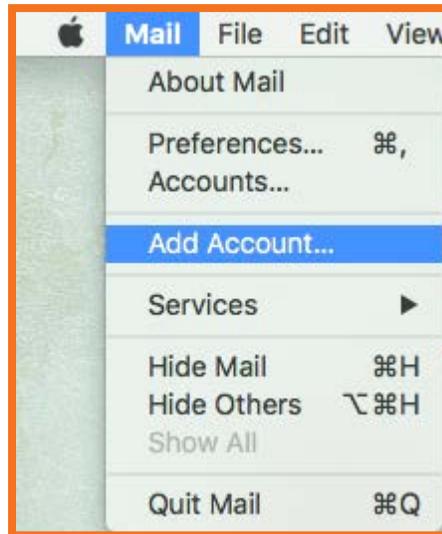


3. The shared mailbox will be displayed in a new window.

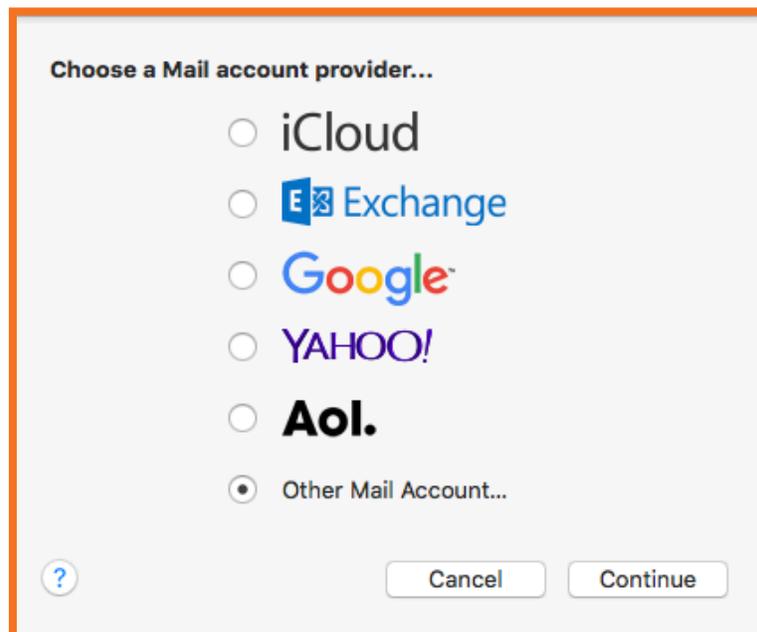
Apple Mail

Follow these steps to add an additional Office 365 account to an iOS device only if the user has been granted access to the Office 365 account on the server. However it will only configure the mail. It will not add the contacts or calendar.

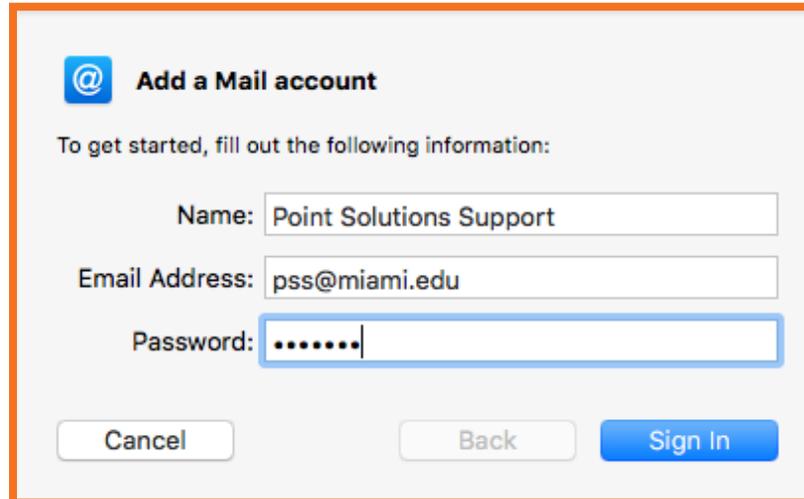
1. In the top left hand corner, choose **Mail > Add Account**.



2. Select the bubble next to **Other Mail Account** and select **Continue**.



3. Fill in the fields with the following information:
 - a. **Name:** Name of the Departmental Mailbox.
 - b. **Email:** The shared mailbox address. (e.g. pss@miami.edu)
 - c. **Password:** Your user account email password. (e.g. password for username@miami.edu)



@ Add a Mail account

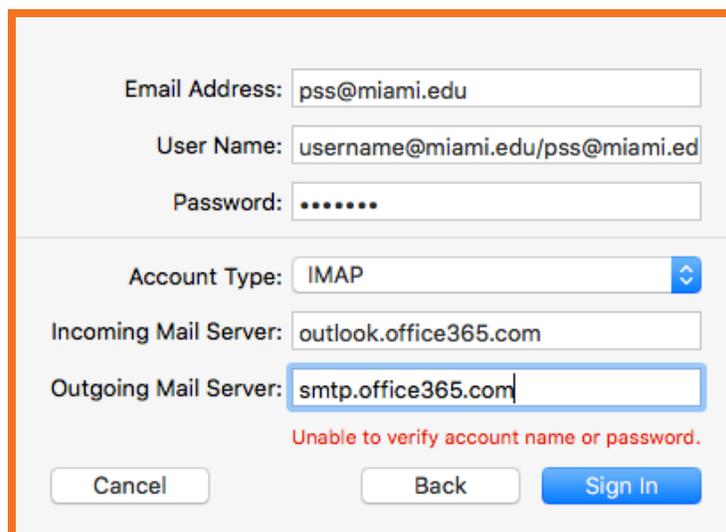
To get started, fill out the following information:

Name:

Email Address:

Password:

4. A message saying “Unable to verify account name or password” is displayed on the screen along with addition fields. Enter the following information:
 - a. **Username:** your email address/departmental mailbox email address (e.g. username@miami.edu/pss@miami.edu)
 - b. **Password:** Enter in your account password if it’s not already filled in.
 - c. **Incoming mail server:** outlook.office365.com
 - d. **Outgoing mail server:** smtp.office365.com
5. Click **Sign In**.



Email Address:

User Name:

Password:

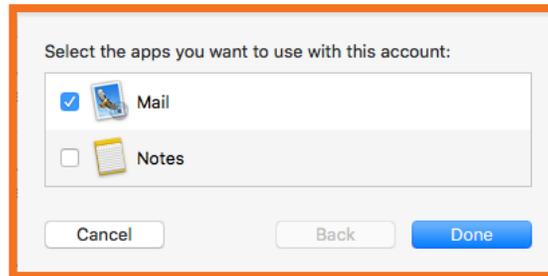
Account Type:

Incoming Mail Server:

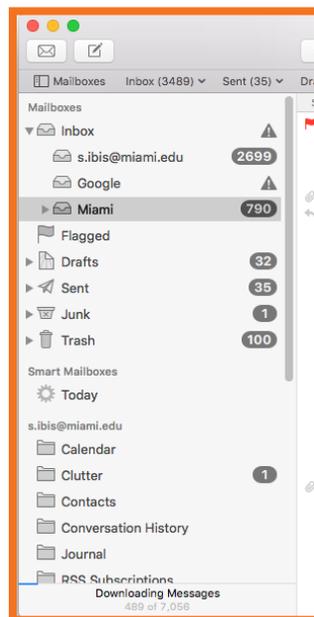
Outgoing Mail Server:

Unable to verify account name or password.

6. A window will appear asking you to “Select the apps you want to use with this account.” Leave Mail checked. Uncheck Notes if not desired.
7. Click **Done**.



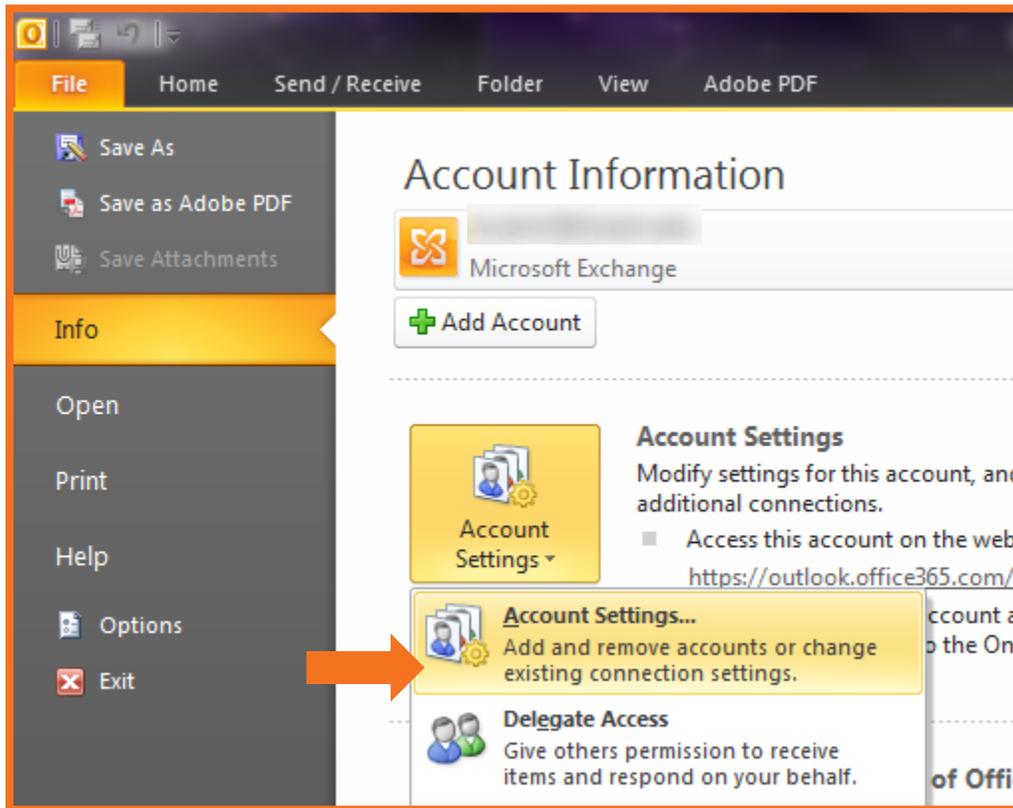
8. The mailbox will configure and appear in the folder list underneath Mail.
 - a. The folder may be titled “Miami.”



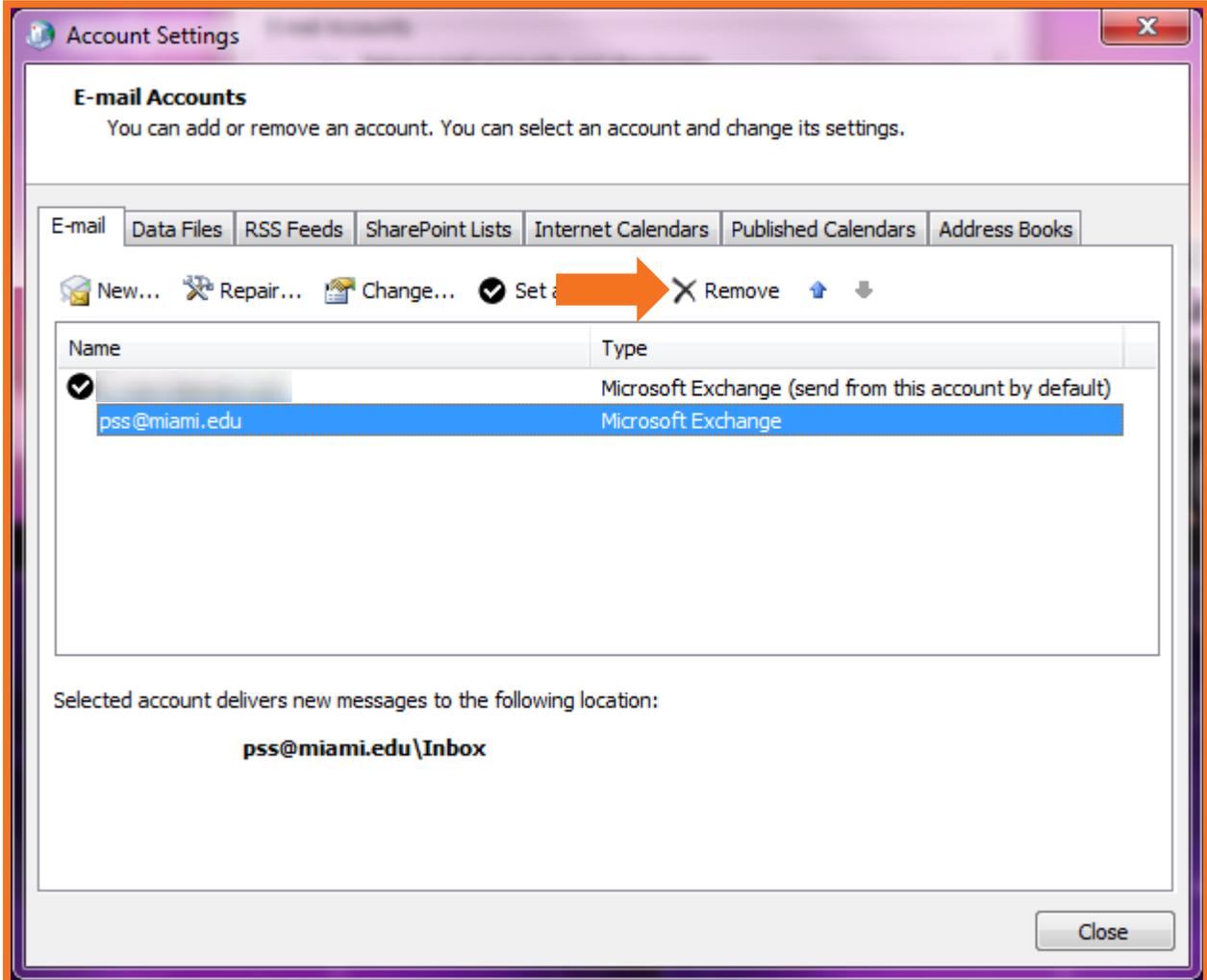
Removing a Departmental Mailbox

Outlook 2013/2016

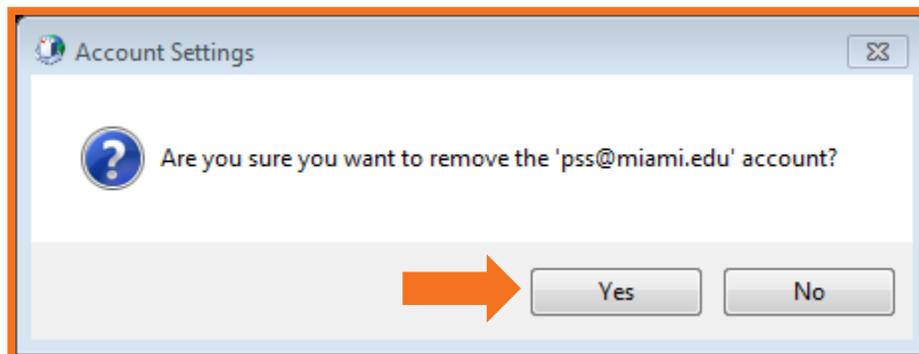
1. In Outlook, select the **File** tab, **Info**, click on **Account Settings** and select **Account Settings...**



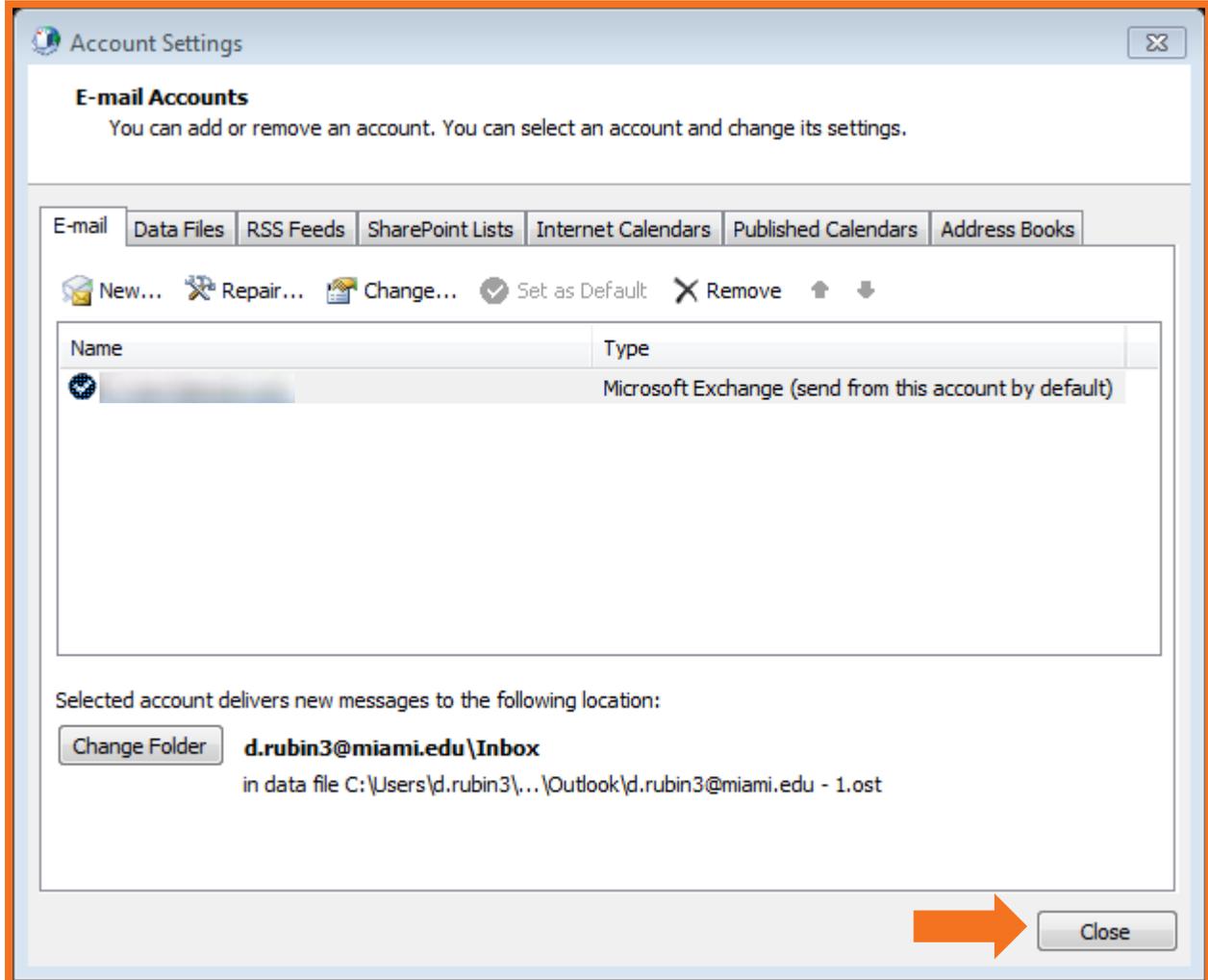
2. Select the Exchange account you wish to remove and click **Remove**.



3. A confirmation window will appear. Click **Yes**.

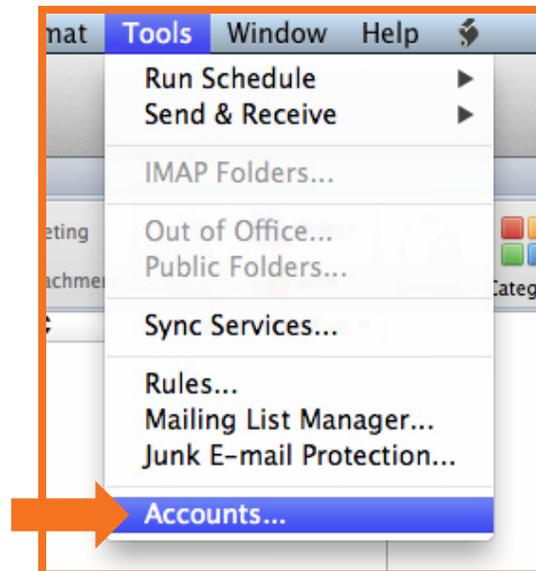


4. Click **Close**.

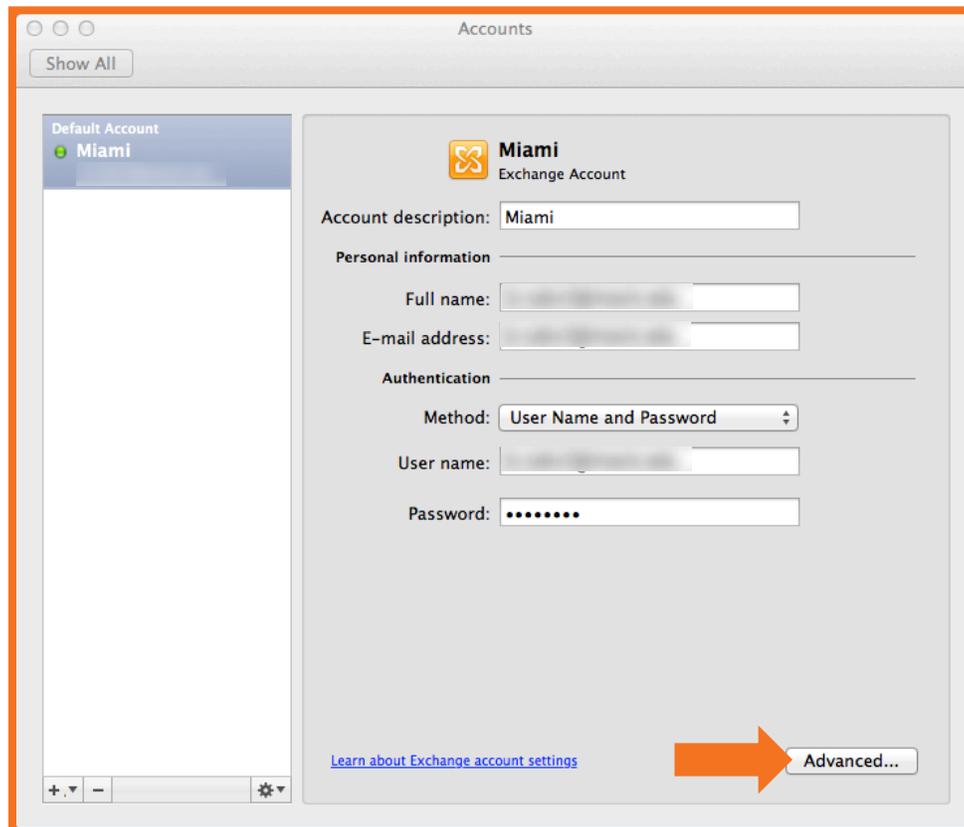


Outlook 2011/2016 for Mac

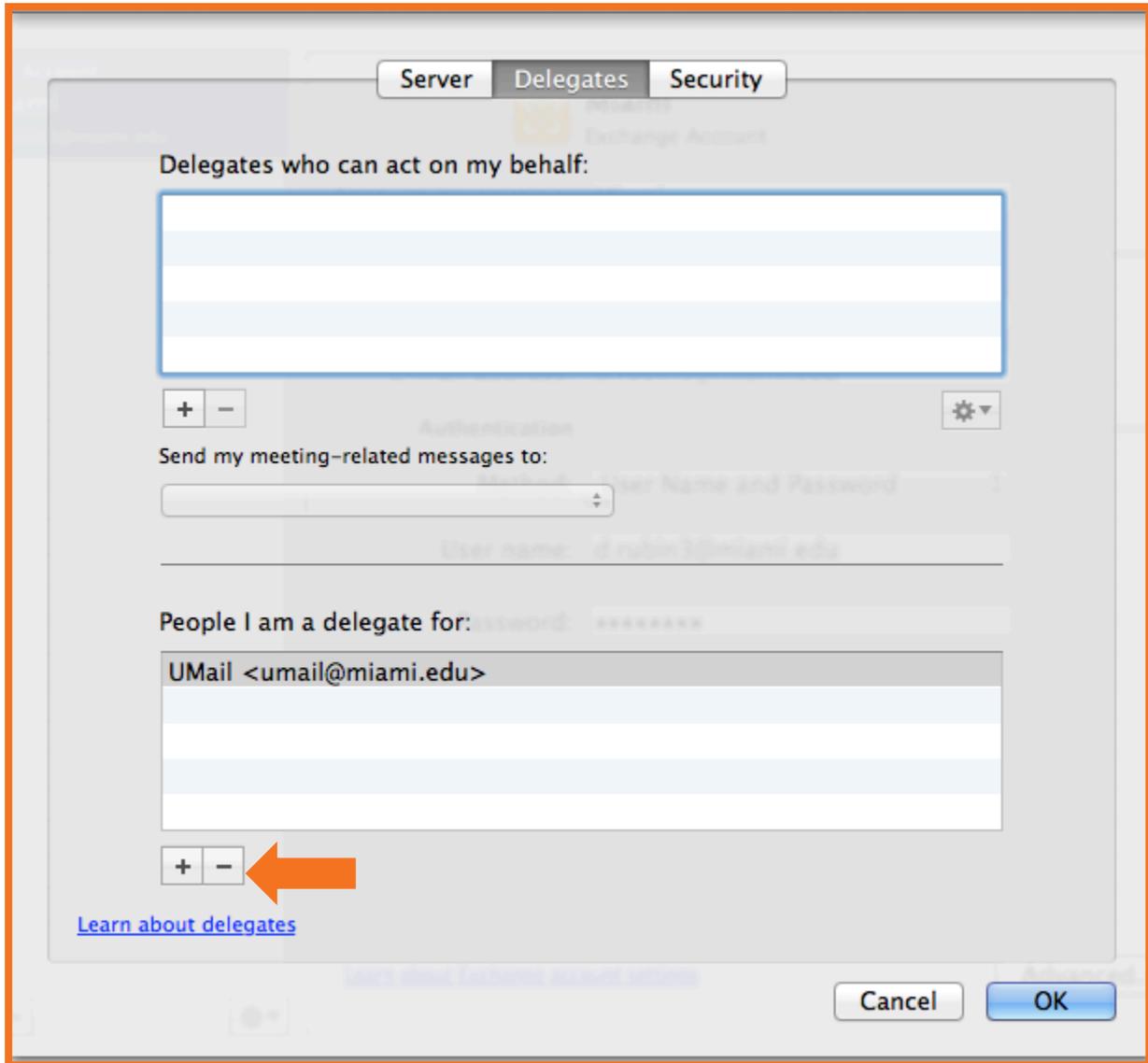
1. Open Outlook and from the **Tools** menu, select **Accounts**.



2. In the window that appears, select your Exchange account and click **Advanced...**



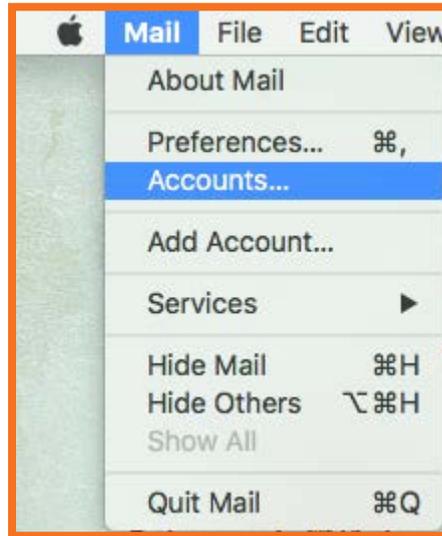
3. Click the **Delegates** tab. In the section named *People I am a delegate for*, select the shared mailbox in the list and click - (**minus**). Click **OK** when done.



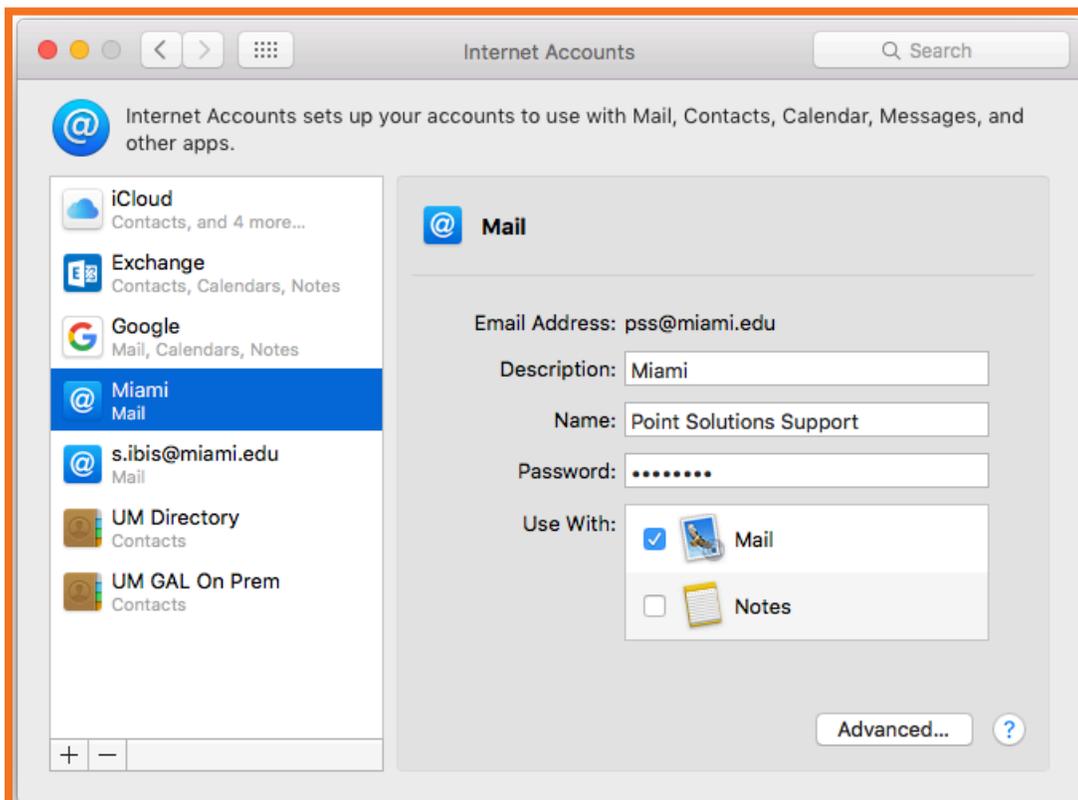
4. The shared mailbox will no longer appear as a folder in the View list on the left side.

Apple Mail

1. To remove an additional mailbox, in the top left hand corner of the screen, go to **Mail > Accounts**.



2. Select the account you want to remove, then click the remove (-) icon in the bottom left corner.



3. You will receive a prompt asking you to confirm the deletion. Click **OK**.

