Office 365

Configuring an Additional Mailbox to an Email Client
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Advanced Configuration Settings

Please follow the steps below if the mailbox does not automatically appear in Outlook or the folders do not populate after taking the steps found in the “Adding an Additional Mailbox” section.

If you added the mailbox using the instructions in the “Adding an Additional Mailbox” section, please remove the mailbox using the instructions in the “Removing an Additional Mailbox” section before taking the steps below.

Outlook 2013/2016 for PC

1. Close Outlook.
2. Click inside the search field to the right of the Windows symbol and type “Control Panel”.
3. Select Control Panel from the search results.
4. In the Control Panel click inside the Search box in the upper right-hand corner of the window and search for “Mail.”
5. Click **Mail** in the search results.
6. In the **Mail Setup** dialog box, click **Show Profiles**.

![Mail Setup dialog box](image)

7. Double click on your profile.

![Profile setup dialog box](image)
8. Click **E-mail Accounts**.

9. Select your email address and click **New**.
10. On the Auto Account Setup page, select **E-mail Account**, and replace your email address with the mailbox’s @miamiedu.onmicrosoft.com.
   - This is the email address for the mailbox. It can be provided to you by IT.

11. Click **Next** and allow the auto-configure process to run.

12. If prompted for credentials, erase the mailbox’s email address. Write in your @Miami.edu address (e.g. sibis@miami.edu), and then your account password.

13. Click **OK**.
14. Setup should complete. Click **Finish**.
15. Close all Mail windows.
16. Launch Outlook.
17. A credential prompt may appear for the mailbox. Enter your @miami.edu in the username field and your password again. Check the box next to remember my credentials. Click OK.
   • You may need to enter your credentials a few times.
   • If prompt, reappears more than 3 times, click Cancel and the mailbox should still load.
18. Once accepted, Outlook will load, and the mailbox will populate.

- TestShared@miami.edu
  - Inbox
    - Drafts
    - Sent Items
    - Deleted Items
    - Archive
    - Conversation History
    - Junk Email
    - Outbox
    - RSS Feeds
    - Search Folders
    - Groups
Adding an Additional Mailbox

Outlook 2013/2016 for PC

1. In Outlook, click File in the upper left-hand corner.
2. Click Account Settings.

3. Click Account Settings....
4. Click **Change**... 

![Image of Account Settings window with an arrow pointing to the Change button]

5. Click **More Settings**... in the bottom right corner of the window.

![Image of More Settings window with an arrow pointing to More Settings button]
6. Select the **Advanced** tab at the top of the window.

7. Click **Add**...
8. Type the name of the mailbox you wish to add and press **OK**.

![Add Mailbox window](image)

9. The name of the mailbox should resolve. Click **OK** at the bottom of the window.

![Microsoft Exchange window](image)
10. The additional mailbox should appear in the pane on the left side under your personal email account. It may take a few minutes to populate.
Outlook for Mac 2011/2016/Office 365

1. In Outlook, click **Tools > Accounts**.

2. In the window that appears, select your Exchange account and click **Advanced...**.
3. Click the **Delegates** tab. In the section named **Open these additional mailboxes** or **People I am a delegate for**, click the + button.

4. The **Choose User** window will appear. Type in the name of the shared mailbox in the text box and click **Find**.
5. Select the desired user from the search result list that appears and click **Add**.
6. Click **OK** again to close the accounts window.

7. Click the red dot in the top left corner to close the accounts window.
8. After a short period of time that shared mailbox will appear as a folder in the View list on the left side.
Outlook Web App

1. To open an additional mailbox in OWA, sign in at email.miami.edu.
2. Click on your picture in the upper right hand corner of the screen and select **Open another mailbox**...
3. Type the name of the mailbox you want to open, and it should pop up as an option.
4. Select the desired mailbox.

5. Press **Open** and the mailbox will open in another tab or window.
Removing an Additional Mailbox

Outlook 2013/2016 for PC

1. In Outlook, click File in the upper left hand corner.
2. Click Account Settings.

3. Click Account Settings....
4. Click **Change**....

![Image of Account Settings](image)

5. Click **More Settings**... in the bottom right corner of the window.

![Image of More Settings](image)
6. Select the **Advanced** tab at the top of the window.

7. Click the name of the mailbox you’d like to remove.
8. Click **Remove**.
9. In the dialogue box that appears, click **Yes**.

10. Click **OK** to close out of the dialogue box.
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 **Open these additional mailboxes** or **People I am a delegate for**, select the shared mailbox in the list and click - (minus).

4. Click **OK** when done.

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