Office 365

Configuring an Additional Mailbox to an Email Client
# Table of Contents

Adding an Additional Mailbox .................................................................................................................. 3  
   Outlook 2013/2016 for PC ...................................................................................................................... 3  
      Receiving “Cannot expand the folder” Error Message ........................................................................... 8  
   Outlook for Mac 2011/2016/Office 365 .................................................................................................. 9  
   Outlook Web App .................................................................................................................................... 13  

Removing an Additional Mailbox .............................................................................................................. 15  
   Outlook 2013/2016 for PC ...................................................................................................................... 15  
   Outlook for Mac 2011/2016/Office 365 .................................................................................................. 19
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....

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

9. The name of the mailbox should resolve. Click OK at the bottom of the window.
10. The additional mailbox should appear in the pane on the left side under your personal email account. Click the triangle to the left of the mailbox name to see the mailbox folders. It may take a few minutes to populate.
Receiving “Cannot expand the folder” Error Message

If you receive the below error message when trying to open the mailbox you added, you will need to remove the mailbox from Outlook and manually configure the mailbox instead.

“Cannot expand the folder. The set of folders cannot be opened. The file C:\Users\.....ost is in use and cannot be accessed. Close any application that is using this file, and then try again. You might need to restart your computer”

1. Please follow the Removing an Additional Mailbox instructions to remove the mailbox.
2. Once removed, please follow the Manual Configuration instructions found here.
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**.

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