Office 365

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

Advanced Configuration Settings

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook 2013/2016</td>
<td>3</td>
</tr>
</tbody>
</table>

Adding an Additional Mailbox

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook 2013/2016</td>
<td>11</td>
</tr>
<tr>
<td>Outlook 2011/2016 for Mac</td>
<td>16</td>
</tr>
<tr>
<td>Outlook Web App</td>
<td>20</td>
</tr>
<tr>
<td>Apple Mail</td>
<td>22</td>
</tr>
</tbody>
</table>

Removing an Additional Mailbox

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook 2013/2016</td>
<td>28</td>
</tr>
<tr>
<td>Outlook 2011/2016 for Mac</td>
<td>32</td>
</tr>
<tr>
<td>Apple Mail</td>
<td>34</td>
</tr>
</tbody>
</table>
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**

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**.

7. Double click on your profile.
8. Click **E-mail Accounts**.

![Image of E-mail Accounts window]

9. Select your email address and click **New**.

![Image of Account Settings window]
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, write in your @Miami.edu address (e.g. sibis@miami.edu), and then your account password. Click **OK**.
13. Setup should complete. Click Finish.
15. Launch Outlook.
16. 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.
17. Once accepted, Outlook will load and the mailbox will populate.

TestShared@miami.edu

<table>
<thead>
<tr>
<th>Inbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drafts</td>
</tr>
<tr>
<td>Sent Items</td>
</tr>
<tr>
<td>Deleted Items</td>
</tr>
<tr>
<td>Archive</td>
</tr>
<tr>
<td>Conversation History</td>
</tr>
<tr>
<td>Junk Email</td>
</tr>
<tr>
<td>Outbox</td>
</tr>
<tr>
<td>RSS Feeds</td>
</tr>
<tr>
<td>Search Folders</td>
</tr>
<tr>
<td>Groups</td>
</tr>
</tbody>
</table>
Adding an Additional Mailbox

Outlook 2013/2016

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

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

![Account Settings](image)

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. It may take a few minutes to populate.
Outlook 2011/2016 for Mac

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 **People I am a delegate for**, click the + button.

![Delegates tab](image)

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**.

![Choose a Person window](image)
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.
Apple Mail

With Apple Mail you will only be able configure the mail portion of the mailbox. The program will not add the mailbox’s contacts or calendar.

1. In Apple Mail, click Mail > Add Account from the menu at the top of the window.
   a. If this is your first time using Mail you will be automatically be prompted to add an account.
2. The Internet Accounts window will open. Click **Add Other Account...** and then select **Mail account**.
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)

4. Click **Sign In**.
5. A message saying “Unable to verify account name or password” is displayed on the screen along with additional 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

6. Click **Sign In**.

```
5. A message saying “Unable to verify account name or password” is displayed on the screen along with additional 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

6. Click **Sign In**.
```

7. 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.

8. Click **Done**.

```
7. 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.

8. Click **Done**.
```
9. The mailbox will configure and appear in the folder list underneath Mail.
   a. The folder may be titled “Miami.”

10. Click Mail in the top left corner of the screen and then select Preferences.
11. In the Accounts window that appears, select Miami IMAP and click the Server Settings tab.
12. Under Outgoing Mail Server (SMTP) change the User Name field so it only reads your email address.
13. Click Save.
Removing an Additional Mailbox

Outlook 2013/2016

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.

![Microsoft Exchange Advanced tab](image)

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 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.
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.