

Arkansas Baptist College

How to Add and Use a Shared Mailbox in Microsoft 365

Outlook Classic and Outlook on the web

Audience	Faculty and staff who have been granted access to a shared mailbox.
Applies to	Microsoft 365 work or school accounts, Outlook Classic for Windows, and Outlook on the web.
Prepared by	Arkansas Baptist College IT Department

Important: A shared mailbox must already exist in Microsoft 365, and your account must have Full Access permission before you can add or open it. If you also need to send mail from the shared mailbox, IT must grant Send As or Send on Behalf permission.

This guide uses labeled training images instead of live Microsoft screenshots. These images are safe for a general handout because they do not expose employee names, mailbox names, internal domains, or inbox content.

Before You Begin

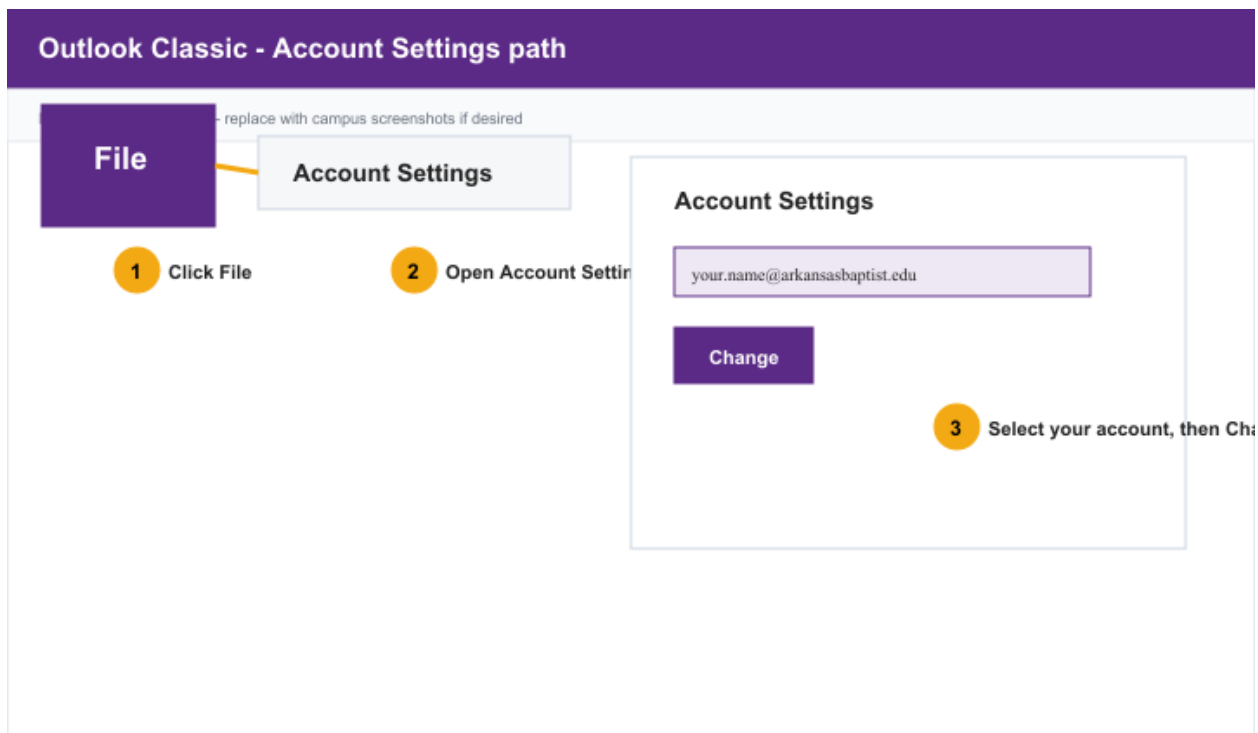
Confirm the following before troubleshooting a user who cannot see or open the shared mailbox:

- The user is signed in with their Arkansas Baptist College Microsoft 365 work account.
- The shared mailbox exists and is active in Microsoft 365.
- The user has been granted Full Access permission to the shared mailbox.
- The mailbox name or email address is known. Example: department@arkansasbaptist.edu.
- Permission changes have had time to apply. Microsoft 365 permission changes may not appear immediately.

Admin note: Shared mailbox access can appear automatically in Outlook when automapping is enabled. If it does not appear, use the manual steps below.

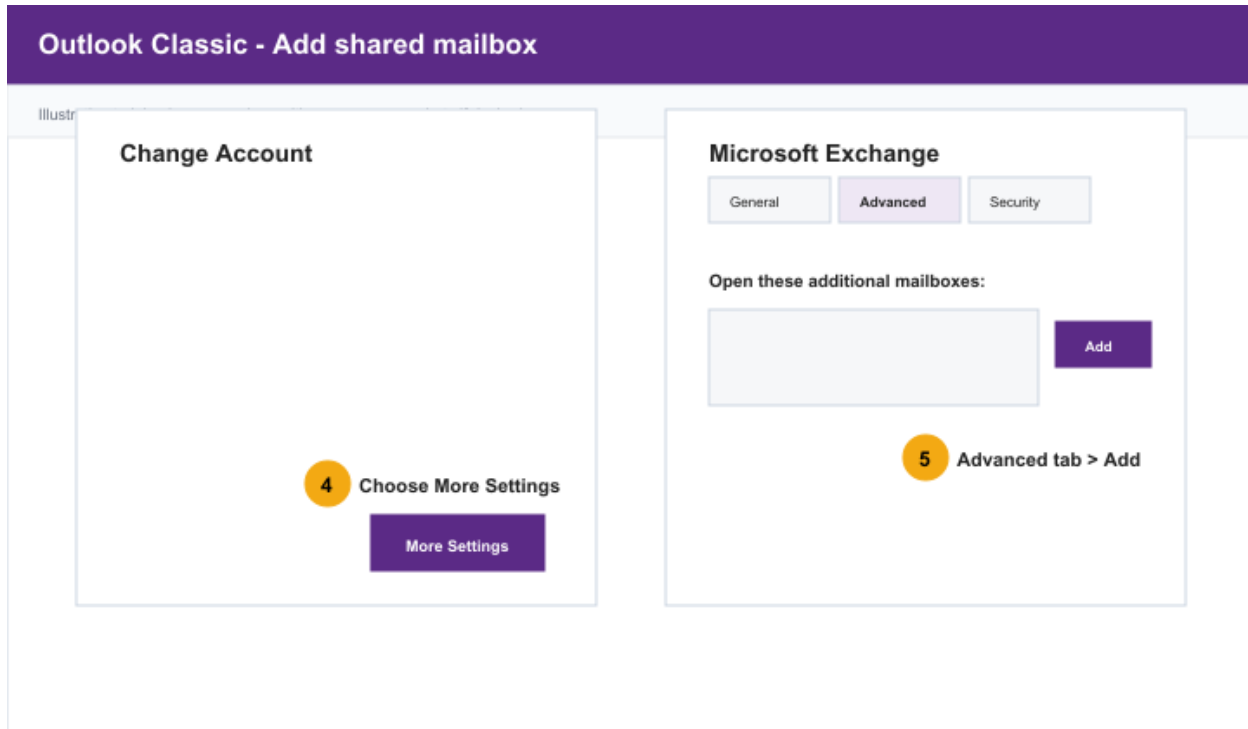
Option 1 - Outlook Classic for Windows: Add the Shared Mailbox Manually

Use this method when the shared mailbox does not automatically appear in the folder list, or when you want to manually attach it to the user profile.



1. **Open Outlook Classic.** Make sure the user is connected to their Microsoft 365 mailbox.
2. **Select File** in the upper-left corner of Outlook.
3. Select **Account Settings**, then choose **Account Settings** again from the drop-down menu.
4. On the **Email** tab, select the user's Microsoft 365 account, then select **Change**.

Outlook Classic: Advanced Mailbox Settings

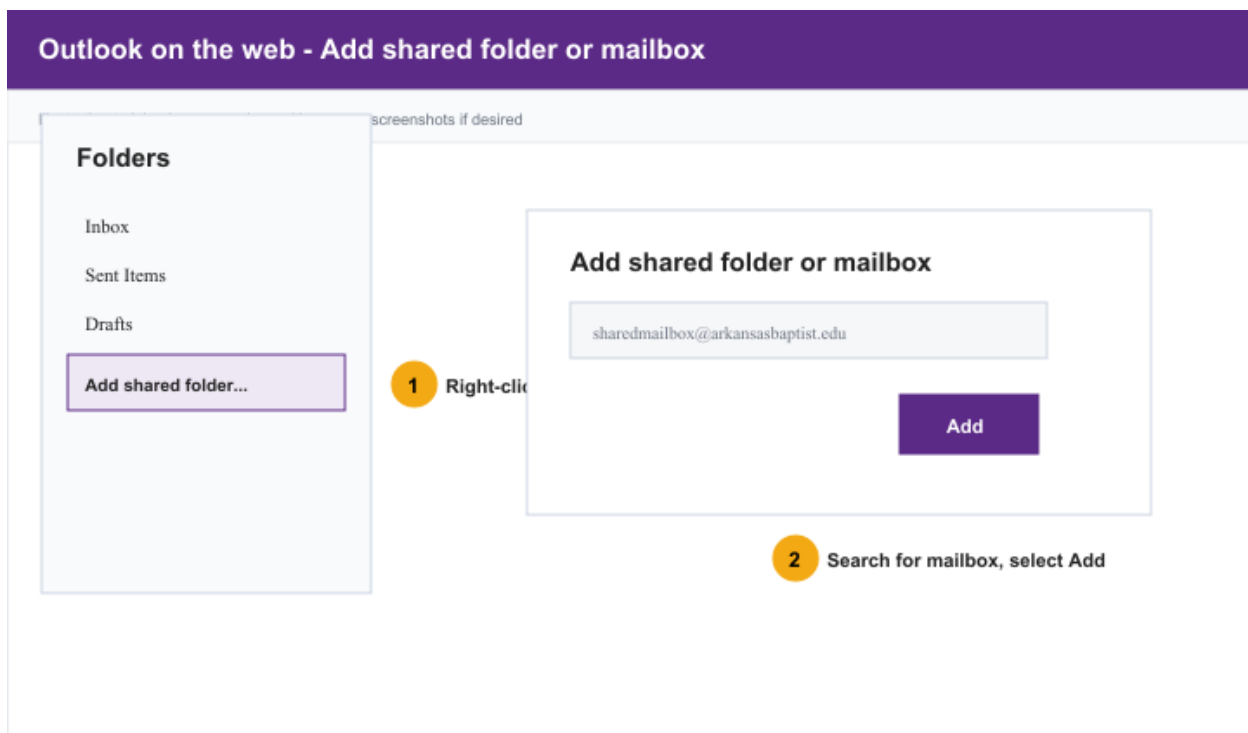


5. Select **More Settings**.
6. Go to the **Advanced** tab.
7. Under **Open these additional mailboxes**, select **Add**.
8. Type the shared mailbox name or email address, then select **OK**.
9. Select **Apply** or **OK**, then select **Next** and **Done** if prompted.
10. Close and reopen Outlook Classic.
11. Look for the shared mailbox in the left folder pane, usually below the user's main mailbox.

Expected result: The shared mailbox appears as its own mailbox in the Outlook folder pane. The user can expand it to access Inbox, Sent Items, Deleted Items, and other folders permitted by IT.

Option 2 - Outlook on the web: Add the Shared Mailbox to the Folder List

Use this method when the user wants the shared mailbox visible inside their normal Outlook web session.

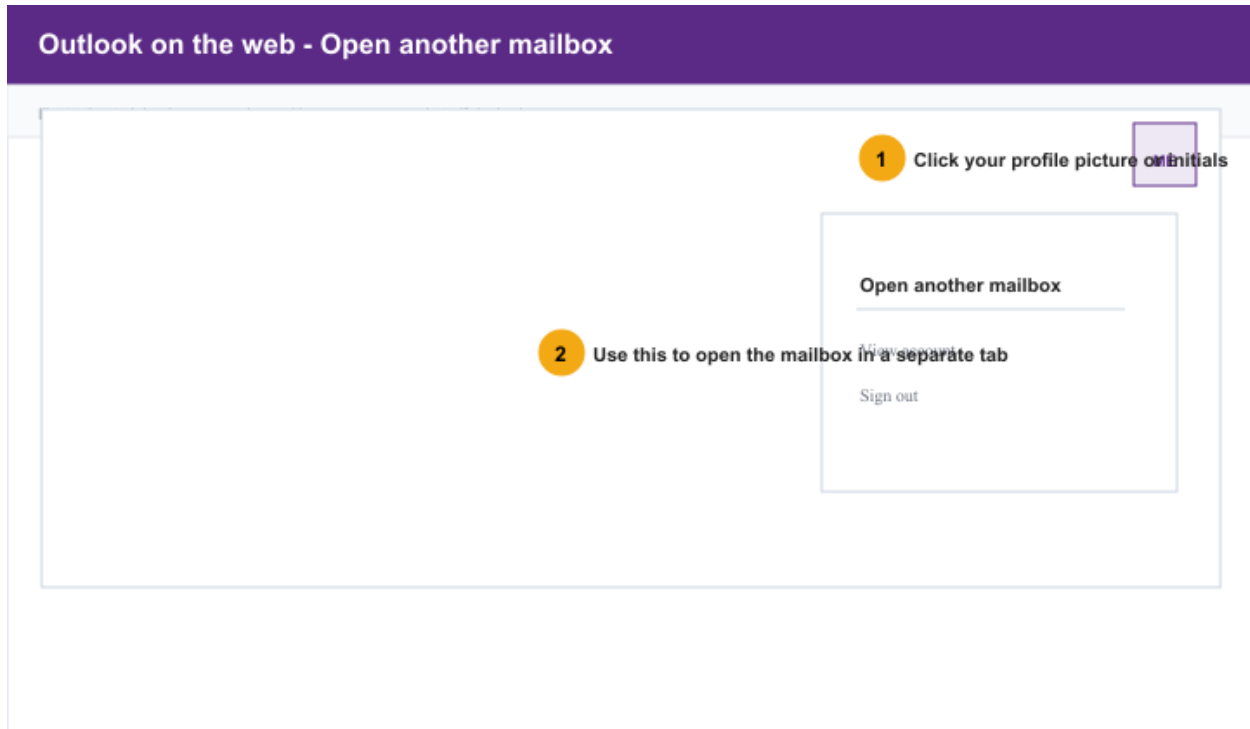


1. Go to Outlook on the web and sign in with the user's Arkansas Baptist College Microsoft 365 account.
2. In the left navigation pane, locate **Folders**.
3. Right-click **Folders**. If using a browser without right-click access, look for the folder menu or more-options button.
4. Choose **Add shared folder or mailbox**.
5. Enter the shared mailbox name or email address.
6. Select the mailbox from the search results, then select **Add**.
7. Expand the mailbox in the left folder pane to view its folders.

Expected result: The shared mailbox stays listed in the user's Outlook web folder pane for future access.

Option 3 - Outlook on the web: Open the Shared Mailbox in a Separate Browser Tab

Use this method when the user needs a full mailbox view or wants to manage the shared mailbox separately from their own inbox.



1. Sign in to Outlook on the web.
2. Select the user profile picture or initials in the upper-right corner.
3. Choose **Open another mailbox**.
4. Type the shared mailbox name or email address.
5. Select the mailbox, then choose **Open**.
6. A new browser tab opens showing the shared mailbox.

Tip: If the mailbox opens successfully, the user can bookmark the browser tab URL for easier access later.

Sending From the Shared Mailbox

Adding or opening a shared mailbox is not always the same as being allowed to send from it. To send as the shared mailbox, IT must grant the appropriate sending permission.

- **Send As:** Messages appear as if they came directly from the shared mailbox.
- **Send on Behalf:** Messages show that the user sent the message on behalf of the shared mailbox.
- After permission is granted, the user may need to restart Outlook or wait for Microsoft 365 replication.

Troubleshooting Checklist

Issue	What to Check
Mailbox does not appear	Confirm Full Access permission, wait for replication, restart Outlook, or add the mailbox manually.
User can read but cannot send	Confirm Send As or Send on Behalf permission was granted.
Password prompt appears	Shared mailboxes normally do not require a separate password. Remove and re-add the mailbox; confirm account licensing and permissions.
Outlook Classic is slow	Large shared mailboxes may take time to cache. Consider online mode or disabling shared folder download if advised by IT.
Outlook web add option missing	Try right-clicking Folders, refreshing the page, using another browser, or opening another mailbox from the profile menu.

Image Guidance for Campus-Specific Version

You do not have to supply images for this guide. The included images are clean illustrative training screenshots. However, if you want the document to match exactly what ABC users see, supply screenshots from a test account and test shared mailbox.

- Use a test account and test shared mailbox whenever possible.
- Blur or remove student names, employee names, email content, phone numbers, and any personal information.
- Capture the full window, not just a cropped button, so users can orient themselves.
- Recommended screenshots: Outlook Classic File menu, Account Settings window, Advanced mailbox Add window, Outlook web folder pane, and Outlook web Open another mailbox menu.

References

Microsoft Support: Open and use a shared mailbox in Outlook.

Microsoft Support: Share and access another person's mailbox or folder in Outlook.

Microsoft Support: Send email on behalf of someone else.

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