

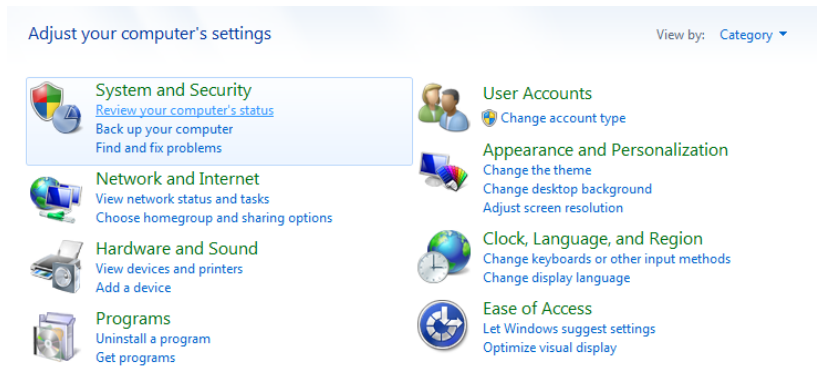
## How to Add a Shared Mailbox in Outlook 2010

Note: Please close Outlook before performing the following steps.

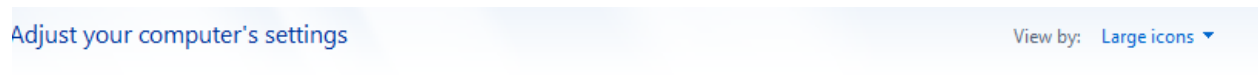
1. Click on the Windows Start Button.



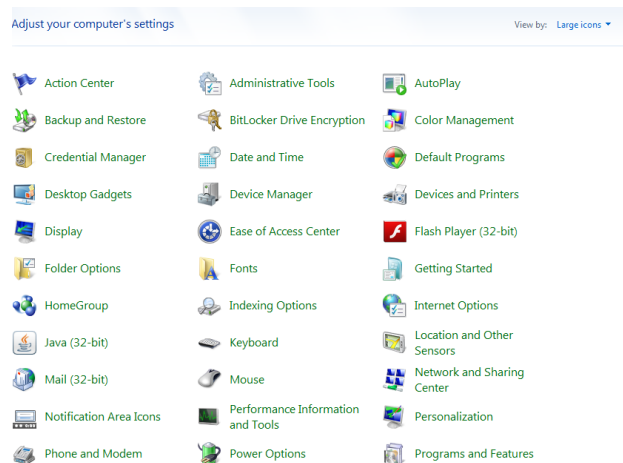
2. Select the Control panel. You will see the following settings by default.



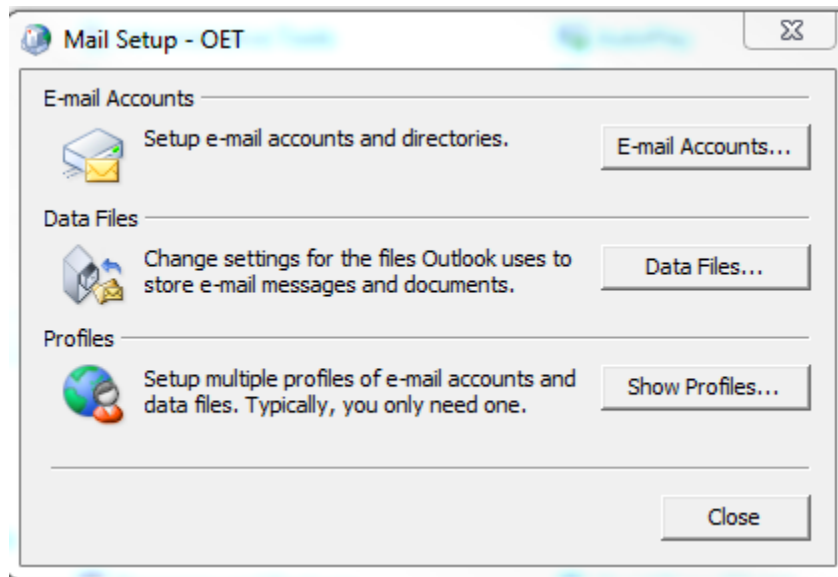
3. Change the view by on the top right of the control panel: from category to small or large icons.



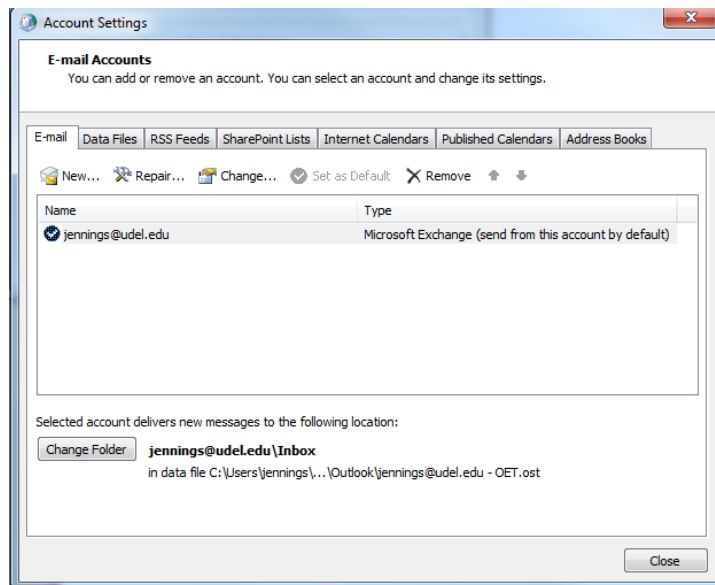
4. Click on the Mail (32 bit) icon.



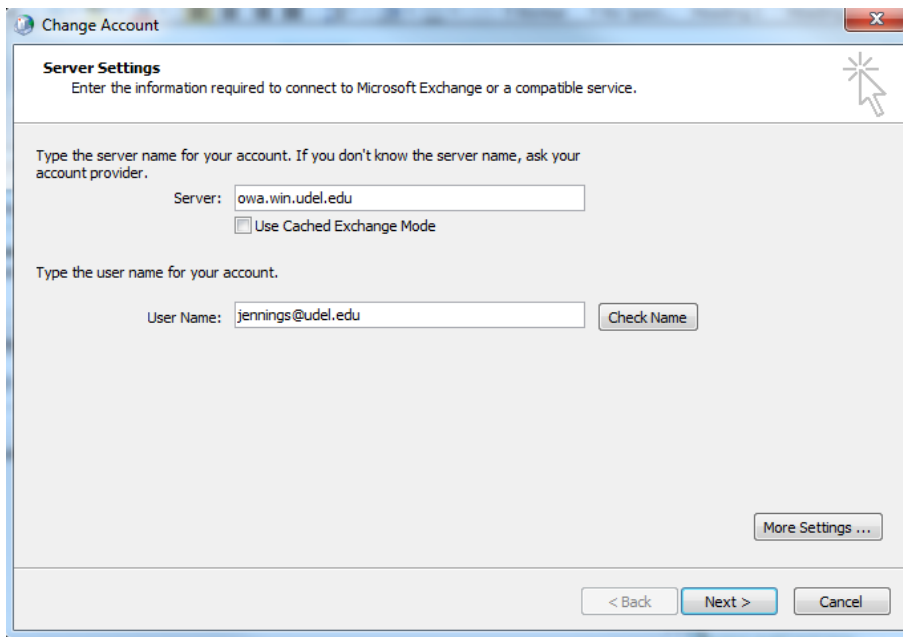
5. Click on E-mail accounts. The Accounts Settings dialog box will open.



6. In the Account Settings box, click on the name of your e-mail account in the middle box twice. It should be the account with the notation, “send from this account by default”. The Change Account dialog box will open.

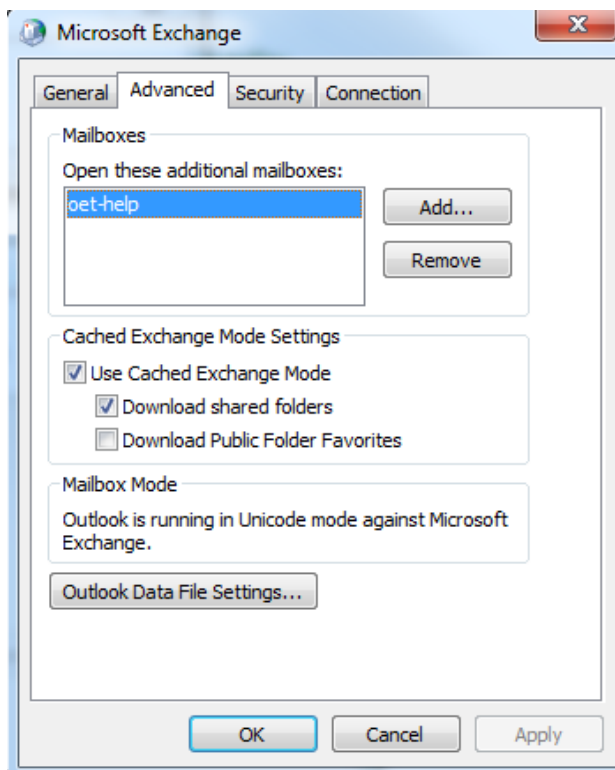


7. Click on the More Settings button in the Change Account box.



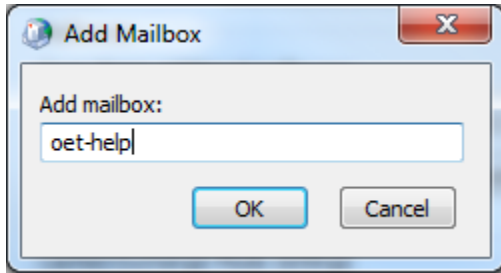
The screenshot shows the 'Change Account' dialog box with the 'Server Settings' tab selected. The title bar reads 'Change Account'. Below the title bar, the text 'Server Settings' is followed by the instruction 'Enter the information required to connect to Microsoft Exchange or a compatible service.' A mouse cursor is pointing at a question mark icon in the top right corner. The main area contains two text input fields: 'Server:' with the value 'owa.win.udel.edu' and 'User Name:' with the value 'jennings@udel.edu'. There is a checkbox labeled 'Use Cached Exchange Mode' which is currently unchecked. A 'Check Name' button is next to the User Name field. At the bottom right, there is a 'More Settings ...' button. At the bottom center, there are three buttons: '< Back', 'Next >', and 'Cancel'.

8. Click the Advanced Tab and then select the Add button.



The screenshot shows the 'Microsoft Exchange' dialog box with the 'Advanced' tab selected. The title bar reads 'Microsoft Exchange'. The 'General' tab is also visible. The 'Mailboxes' section has the text 'Open these additional mailboxes:' and a list box containing 'oet-help'. To the right of the list box are 'Add...' and 'Remove' buttons. The 'Cached Exchange Mode Settings' section has three checkboxes: 'Use Cached Exchange Mode' (checked), 'Download shared folders' (checked), and 'Download Public Folder Favorites' (unchecked). The 'Mailbox Mode' section has the text 'Outlook is running in Unicode mode against Microsoft Exchange.' and an 'Outlook Data File Settings...' button. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Apply'.

9. Enter **just the name** of your mailbox (e.g., oet-help). Please do not enter @udel.edu after the name. Click OK.



10. Click OK again, click Next, and click Finish. That's it—you should now see your mailbox folders populate under your personal folders within Outlook's left menu.

Contact [oet-help@udel.edu](mailto:oet-help@udel.edu), 302-831-8162, if you have questions!