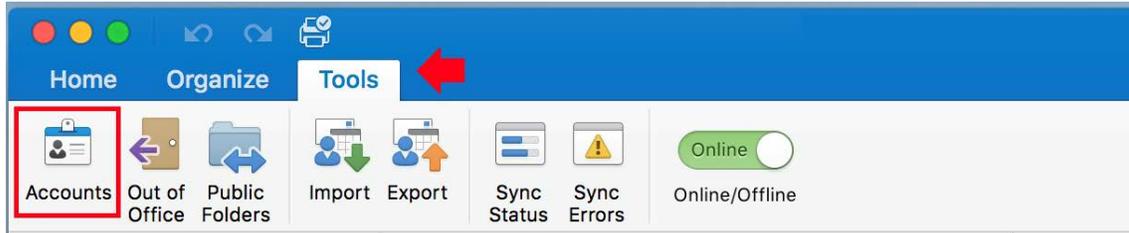
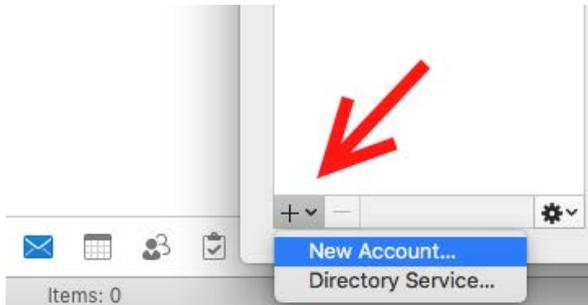


# How to Add a Shared Mailbox to Outlook 2016 for Macintosh

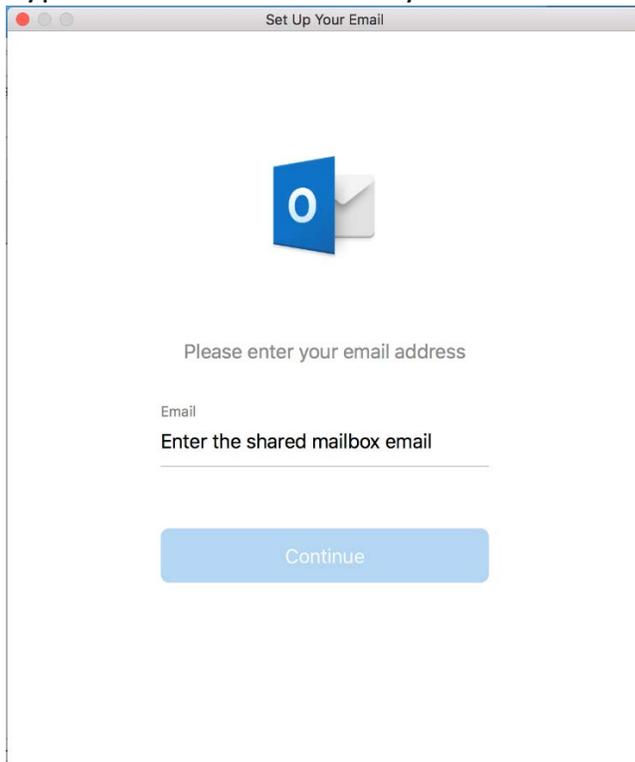
1. With Outlook 2016 open, click on the **Tools** tab, and choose **Accounts**.



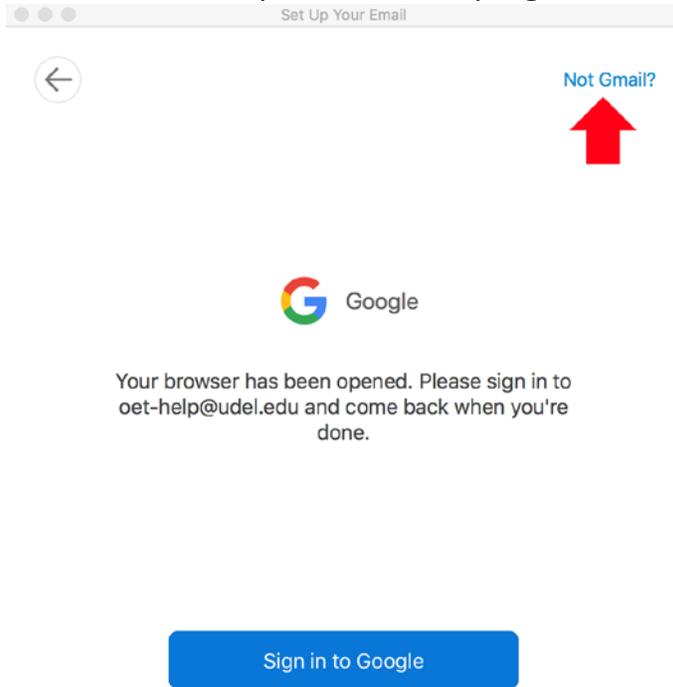
2. In the accounts window click **+ New Account** at the bottom.



3. Type the email address of your shared mailbox, and click **Continue**.



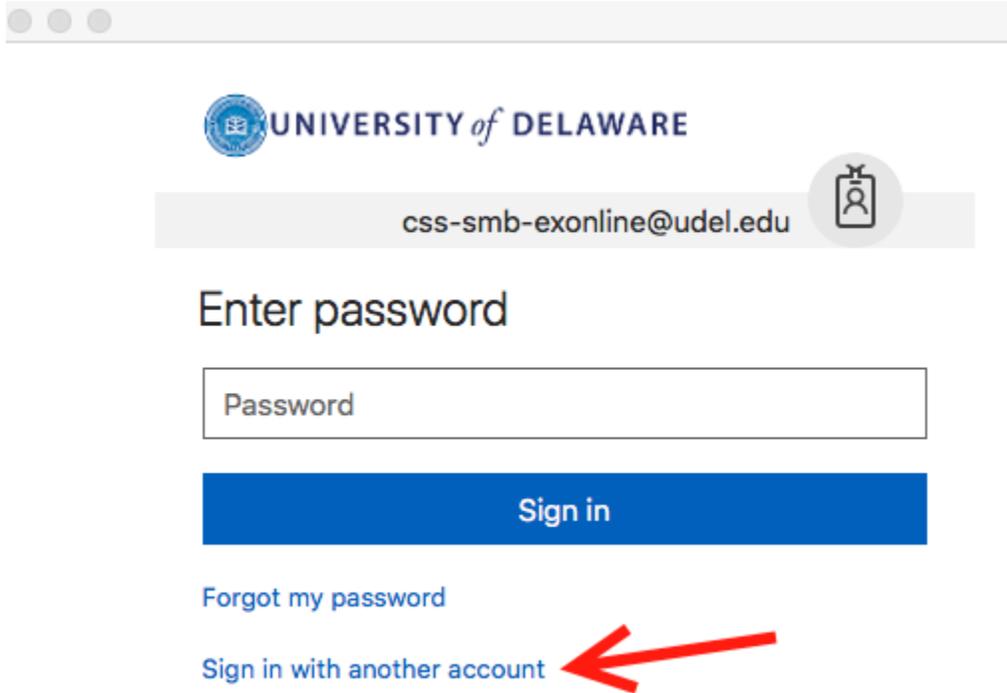
- The Gmail configuration window will open along with a web browser window asking you to choose an account. Close the web browser window and click the **Not Gmail?** option in the top right corner of the Gmail window.



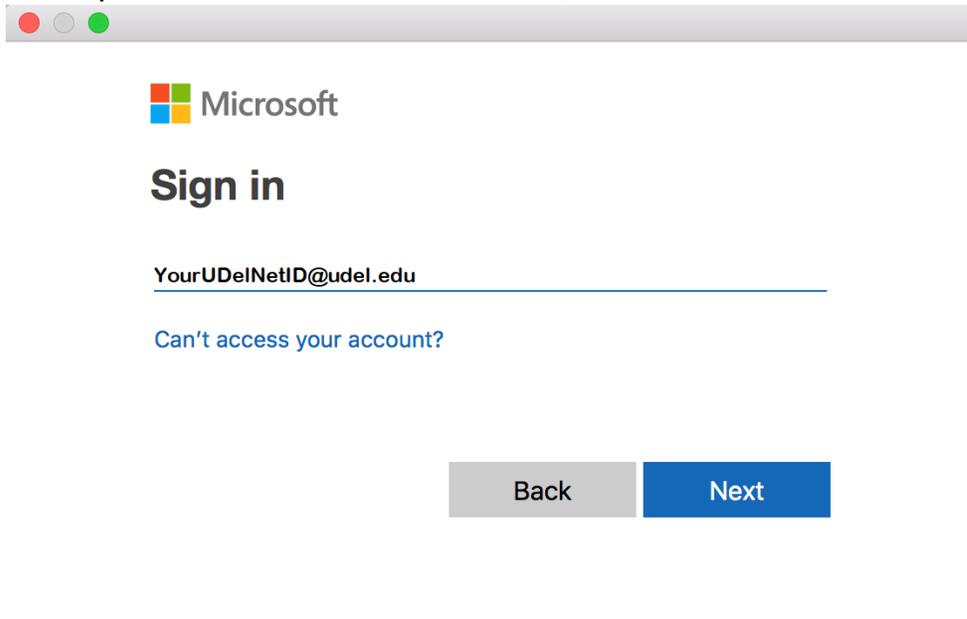
- Click the **Office 365** option on the next page.



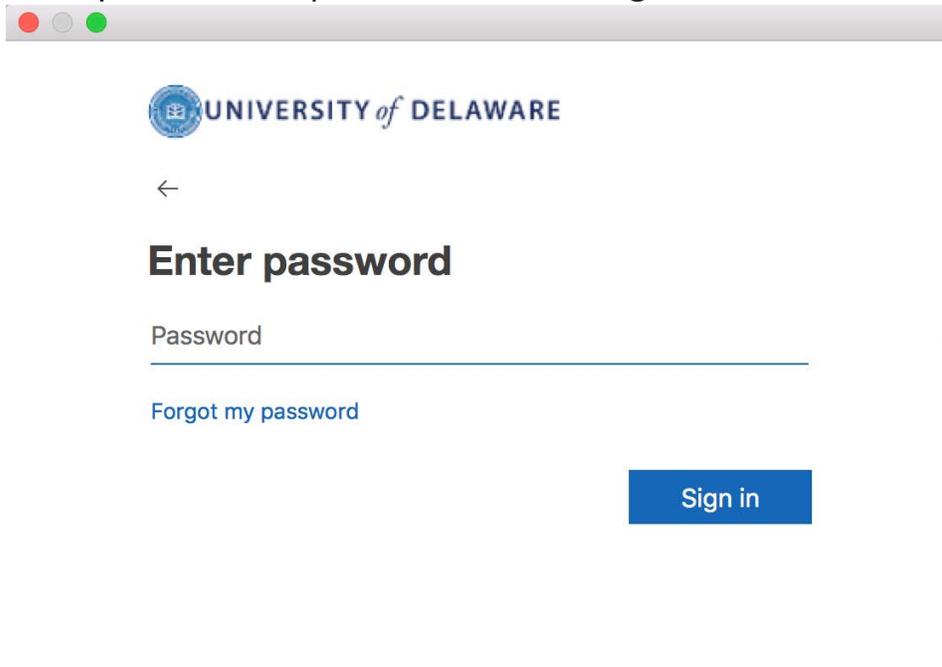
6. A login window will appear. The user name defaults to the email address of the shared mailbox. Click **Sign in with another account**.



7. Enter your UDeINet ID email address, and click **Next**.

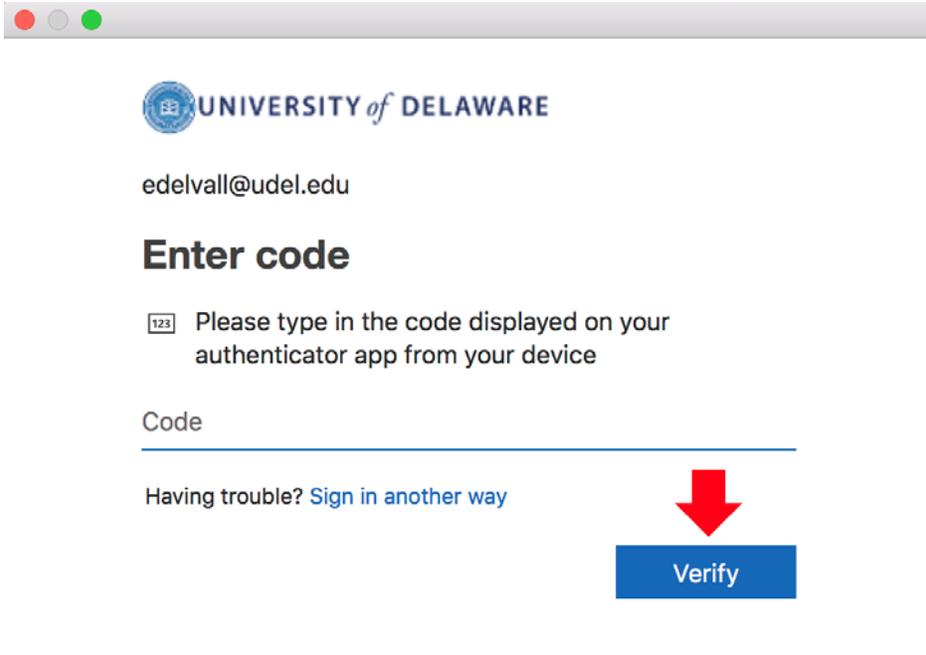


8. Enter your UDeI Net password and click **Sign in**.



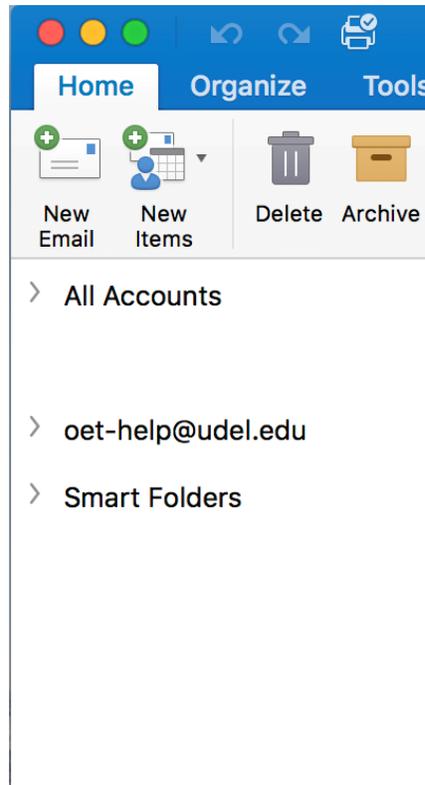
The screenshot shows a web browser window with the University of Delaware logo and name at the top. Below the logo is a left-pointing arrow. The main heading is "Enter password". There is a text input field labeled "Password" with a blue underline. Below the field is a link that says "Forgot my password". At the bottom right, there is a blue button labeled "Sign in".

9. You will be prompted to enter your Microsoft multi-factor authentication (MFA) code using the authenticator app on your mobile device. Generate a code, enter it into the **Code** field and click **Verify**. Click **Done**.



The screenshot shows the same University of Delaware login page, but now it is at the MFA step. The logo and name are at the top. Below them is the email address "edellvall@udel.edu". The main heading is "Enter code". Below the heading is a text input field with a small icon on the left and the text "Please type in the code displayed on your authenticator app from your device". Below the field is a blue underline. At the bottom left, there is a link that says "Having trouble? Sign in another way". At the bottom right, there is a blue button labeled "Verify" with a red arrow pointing down to it.

10. Close the accounts Window and the Shared mailbox should be available to use. You can click on the triangles to shrink or expand the folders as well as mailboxes.



If you have questions, please contact [oet-help@udel.edu](mailto:oet-help@udel.edu), use the help request form at [www.oet.udel.edu](http://www.oet.udel.edu) or call at 302-831-8162.