How to Add a Shared Mailbox to Outlook 2016 for Macintosh

1. With Outlook 2016 open, click on the **Tools** tab, and choose **Accounts**.
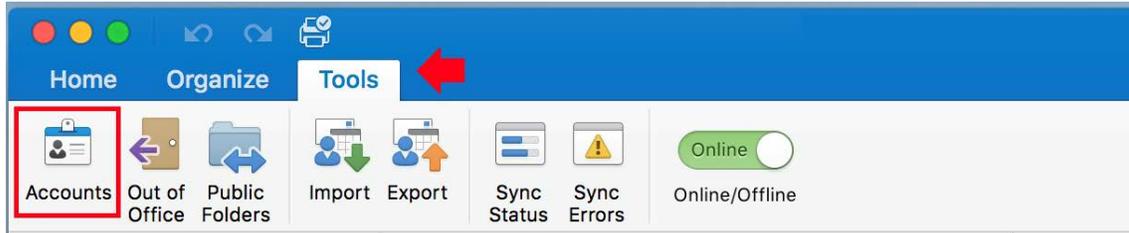
2. In the accounts window click **+ New Account** at the bottom.
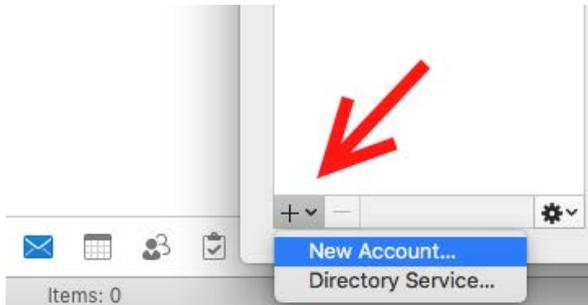
3. Type the email address of your shared mailbox, and click **Continue**.
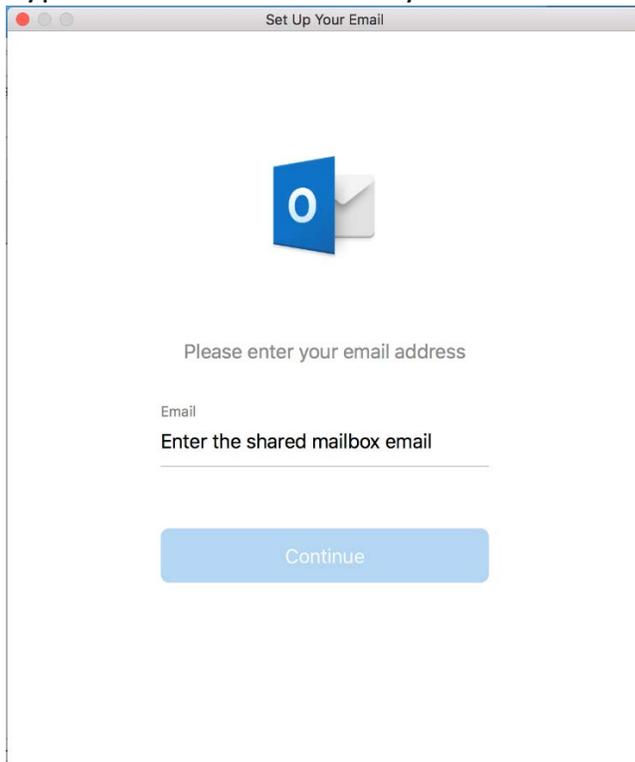
4. The Gmail configuration window will open along with a web browser window asking you to choose an account. Close the web browser window and click the **Not Gmail?** option in the top right corner of the Gmail window.
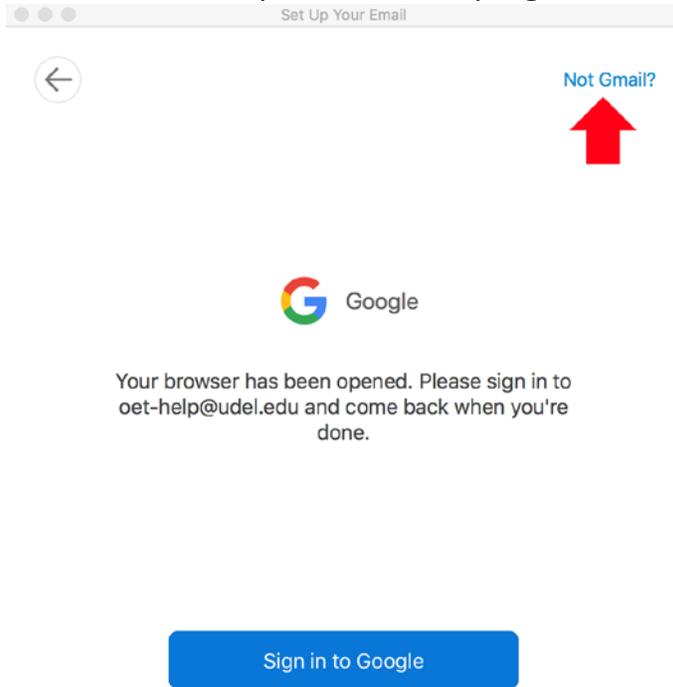
5. Click the **Office 365** option on the next page.

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

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css-smb-exonline@udel.edu

Enter password

Password

Sign in

Forgot my password

Sign in with another account
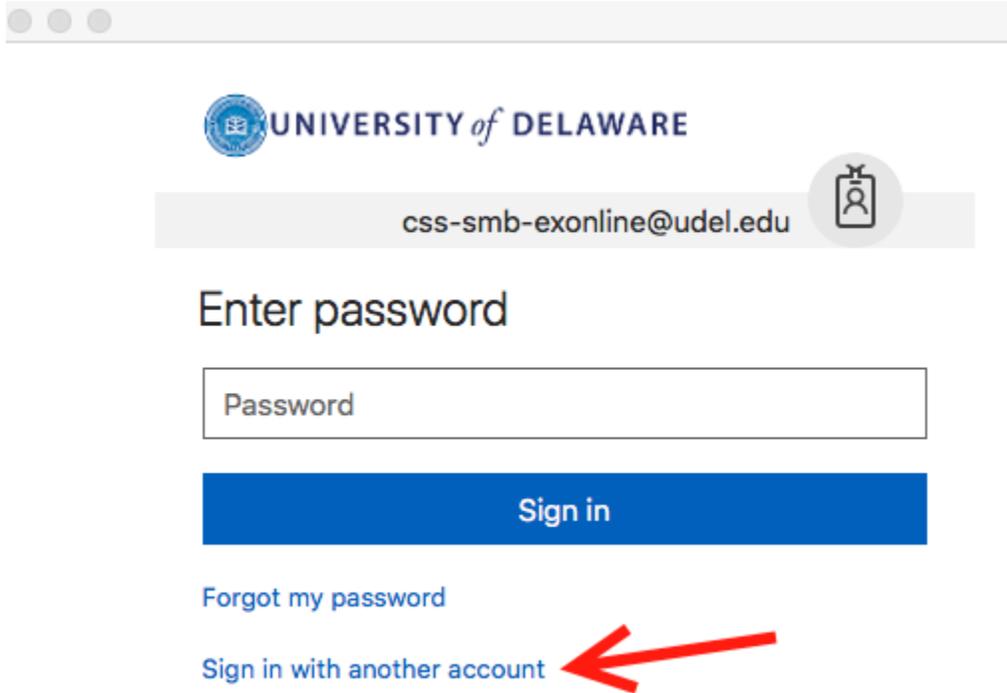
7. Enter your UDelNet ID email address, and click **Next**.

Microsoft

Sign in

YourUDelNetID@udel.edu

Can't access your account?

Back   Next
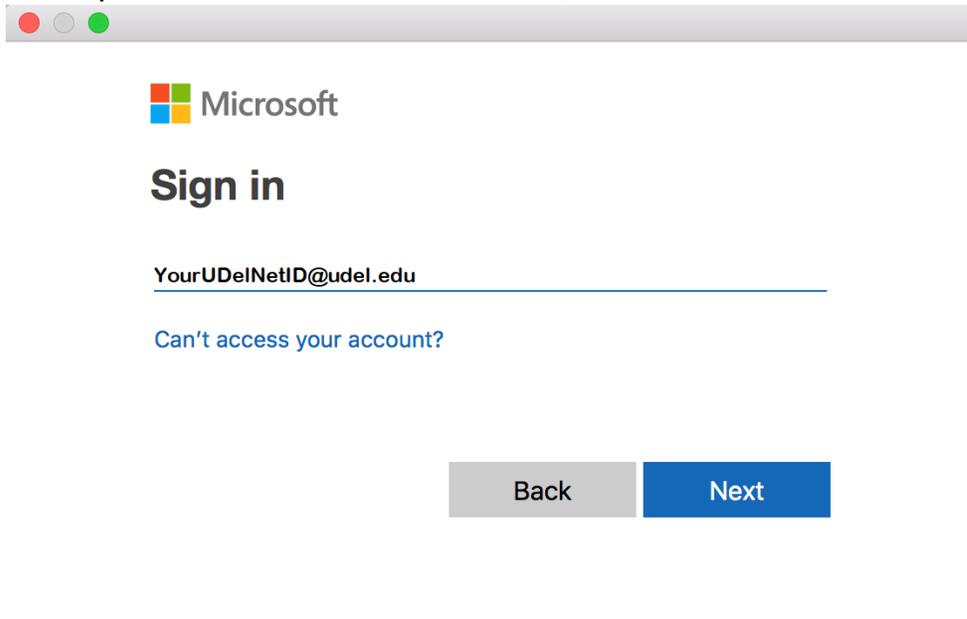
8. Enter your UDelNet password and click **Sign in**.

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**.

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.
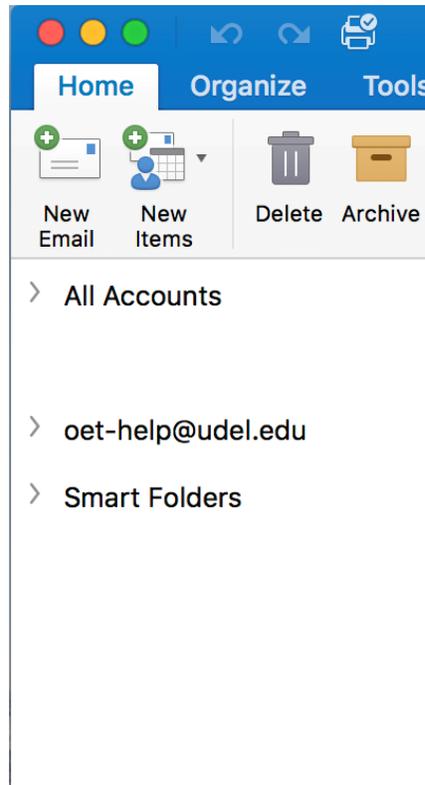
If you have questions, please contact oet-help@udel.edu, use the help request form at www.oet.udel.edu or call at 302-831-8162.