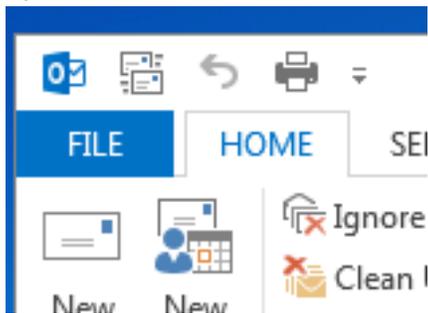


How to Add a Shared Mailbox to Outlook 2016 for Windows

1. Open Outlook and click on **File**.



2. Click on + **Add Account** below your email address.

Account Information



3. When the **Add Account** window opens, type the name of the shared mailbox in the **Your Name** field and the email address of the shared mailbox in the **E-mail Address** field. Leave the **Password** and **Retype Password** fields blank and click the **Next** button.

Add Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:

Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back Next > Cancel

4. Outlook will search for the accounts settings and will ask for your credentials. Click **More Choices** in the login window.

Windows Security

Microsoft Outlook

Connecting to oet-help@udel.edu

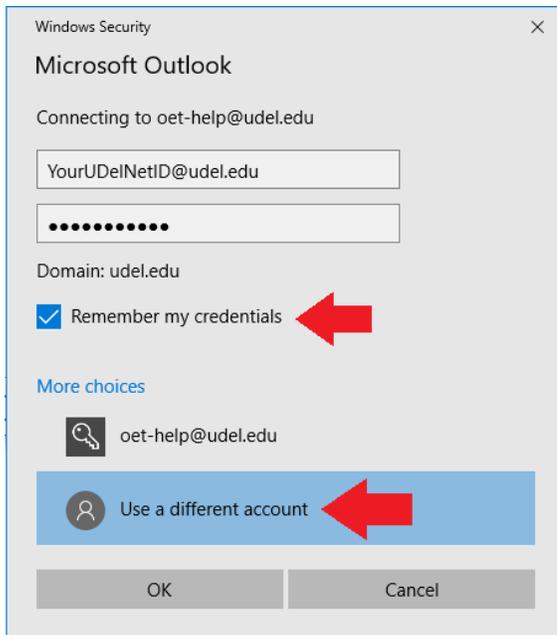
oet-help@udel.edu

Remember my credentials

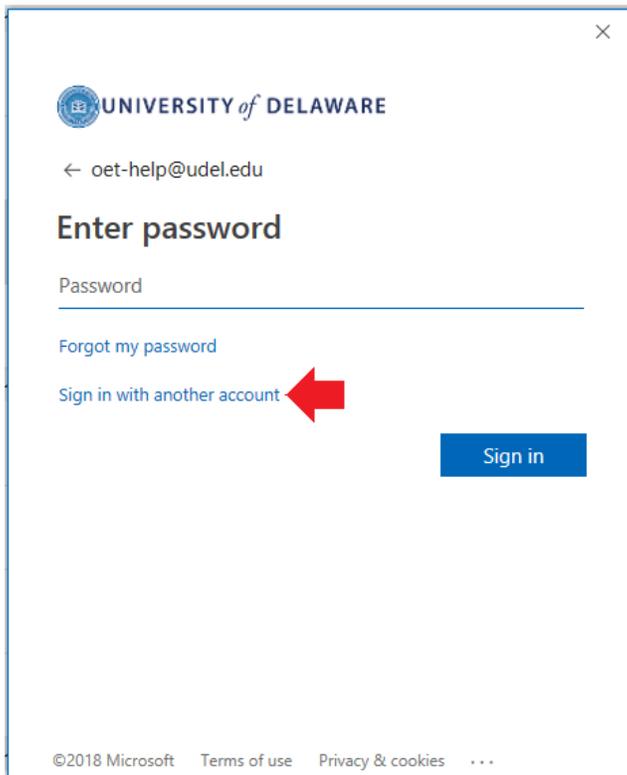
[More choices](#)

OK Cancel

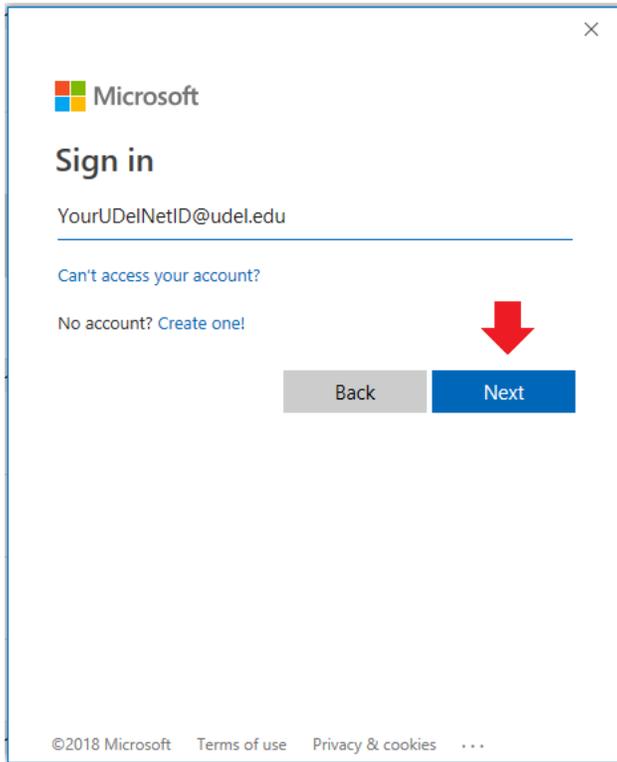
5. Select **Use a different account** under **More choices**. Enter your UDeNet email address and password. Check the box that says **Remember my credentials** and click **OK**.



6. Outlook will start searching for your mail server settings and will bring you to another login screen. Select **Sign in with another account**.

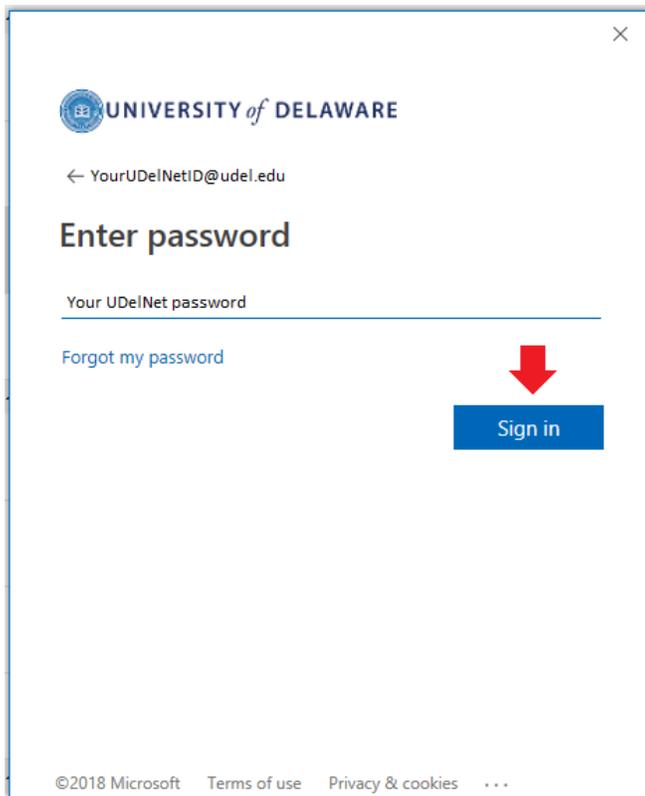


7. Enter your UDeNet email address and then click **Next**.



A screenshot of the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the heading "Sign in". A text input field contains the email address "YourUDeNetID@udel.edu". Below the input field are two links: "Can't access your account?" and "No account? Create one!". At the bottom are two buttons: a grey "Back" button and a blue "Next" button. A red arrow points down to the "Next" button. At the bottom of the window, there is a footer with "©2018 Microsoft", "Terms of use", "Privacy & cookies", and a three-dot menu icon.

8. Enter your UDeNet password in the password field and select **Sign in**.



A screenshot of the University of Delaware sign-in interface. At the top left is the University of Delaware logo. Below it is the heading "Enter password". A text input field contains the email address "YourUDeNetID@udel.edu". Below the input field are two links: "Forgot my password" and "Sign in". A red arrow points down to the "Sign in" button. At the bottom of the window, there is a footer with "©2018 Microsoft", "Terms of use", "Privacy & cookies", and a three-dot menu icon.

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**.

✕
 UNIVERSITY of DELAWARE
YourUDeIDNetID@udel.edu

Enter code

 Please type in the code displayed on your authenticator app from your device

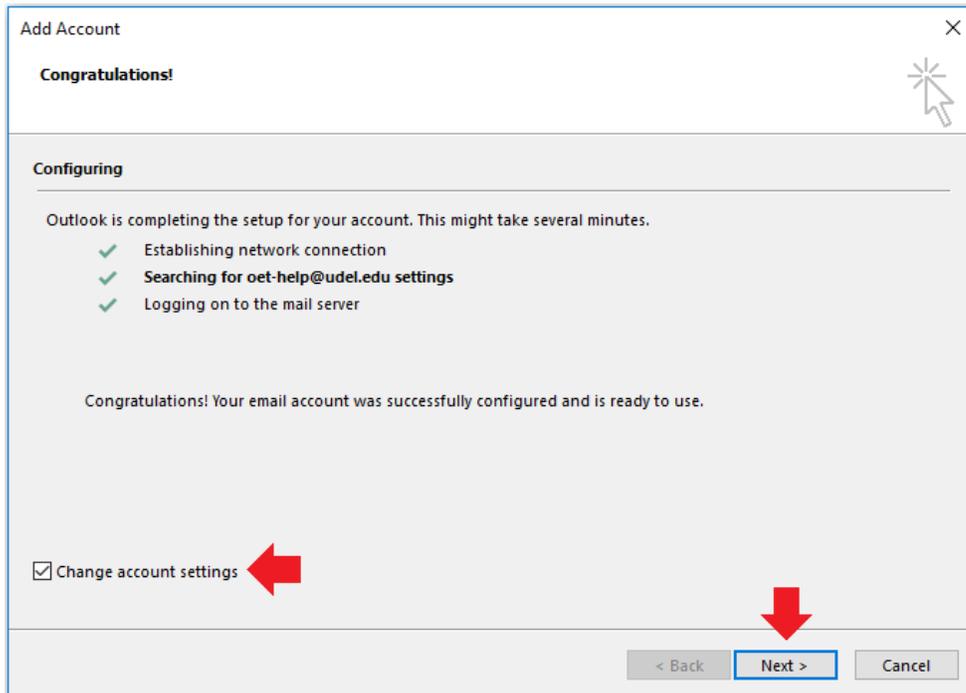
Code

Having trouble? [Sign in another way](#)

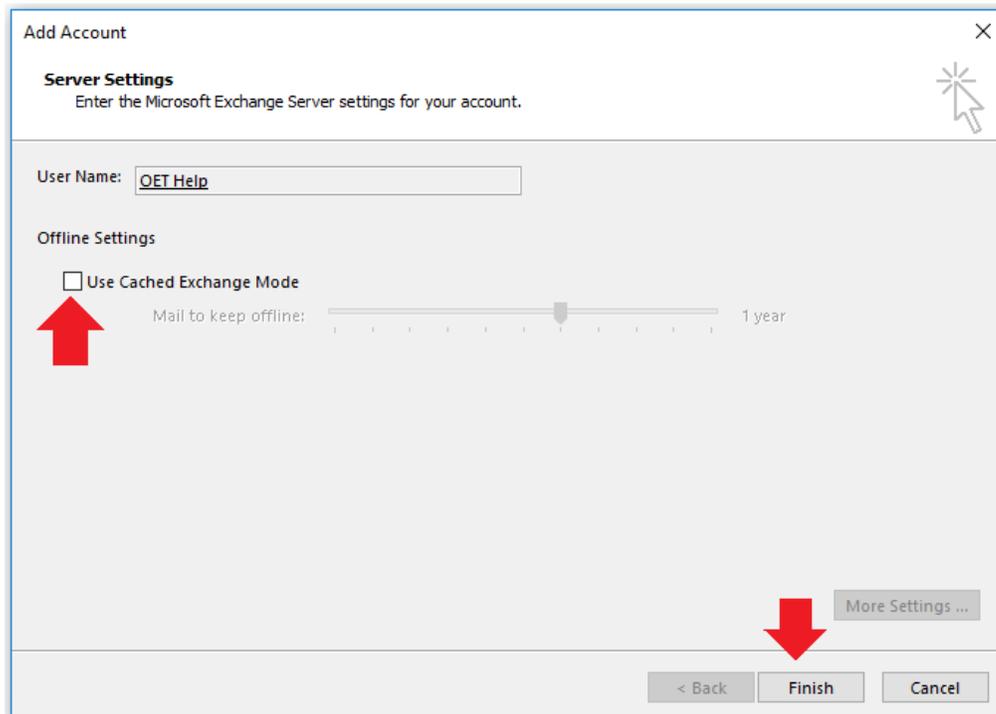

Verify

©2018 Microsoft [Terms of use](#) [Privacy & cookies](#) ...

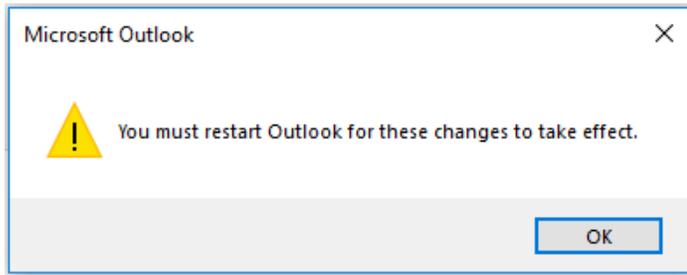
10. Once you see the **Congratulations** page, check the **Change account settings** option and click **Next**.



11. Uncheck the box **Use Cached Exchange Mode** underneath **Offline Settings** and Click **Finish**.

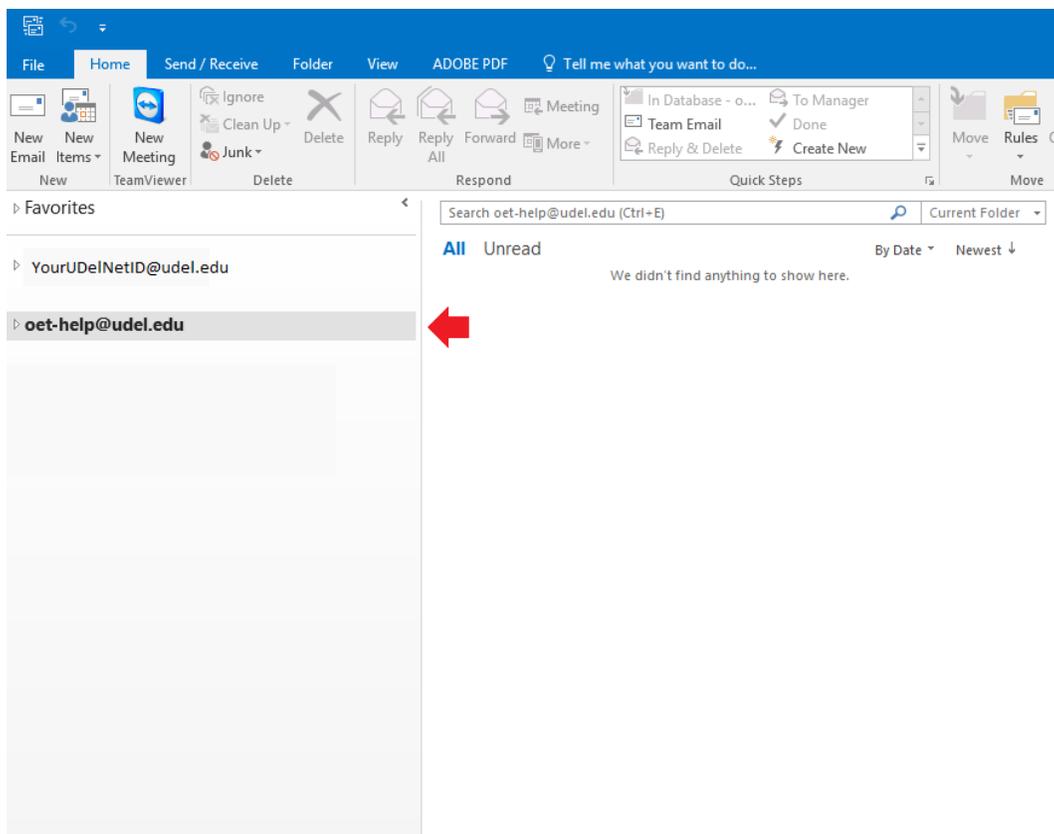


12. You will receive the message **You must restart Outlook for the changes to take effect.** Click **OK.**



13. Close all open emails, appointments and other Outlook items. Exit Outlook by clicking the **X** on the top right corner of your Outlook Window.

14. Re-open Outlook and you will see the new mailbox added to your account under the folder list. 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.