

Email: Shared Account – Adding on Outlook Web App (OWA)

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Introduction

A shared mailbox makes it easy for a group of people to monitor and send email from a public email alias like info@contoso.com. When a person in the group replies to a message sent to the shared mailbox, the email appears to be from the shared address, not from the individual user. These shared accounts are not designed for direct log in, rather access is granted via account delegation. This guide will show how to add a shared mailbox to your Outlook Web Application (OWA).

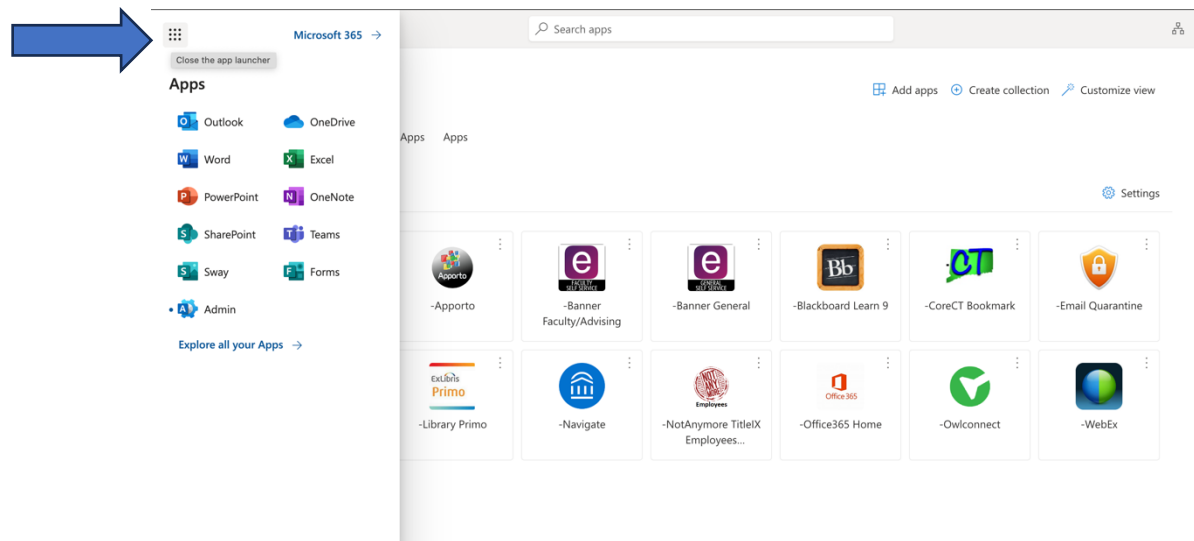
Set Functional Owner

Before you can use a shared mailbox, your organization's Office 365 admin must create it, add you as a functional owner and afterwards the owner may delegate membership. The owner of the shared mailbox is traditionally the department chairperson or director. To set a functional owner of a shared account, the owner must add the newly appointed owner to the mailbox security group via OWA. Once a functional owner has been set, the owner can then open the shared mailbox and delegate permissions to other users, if needed.

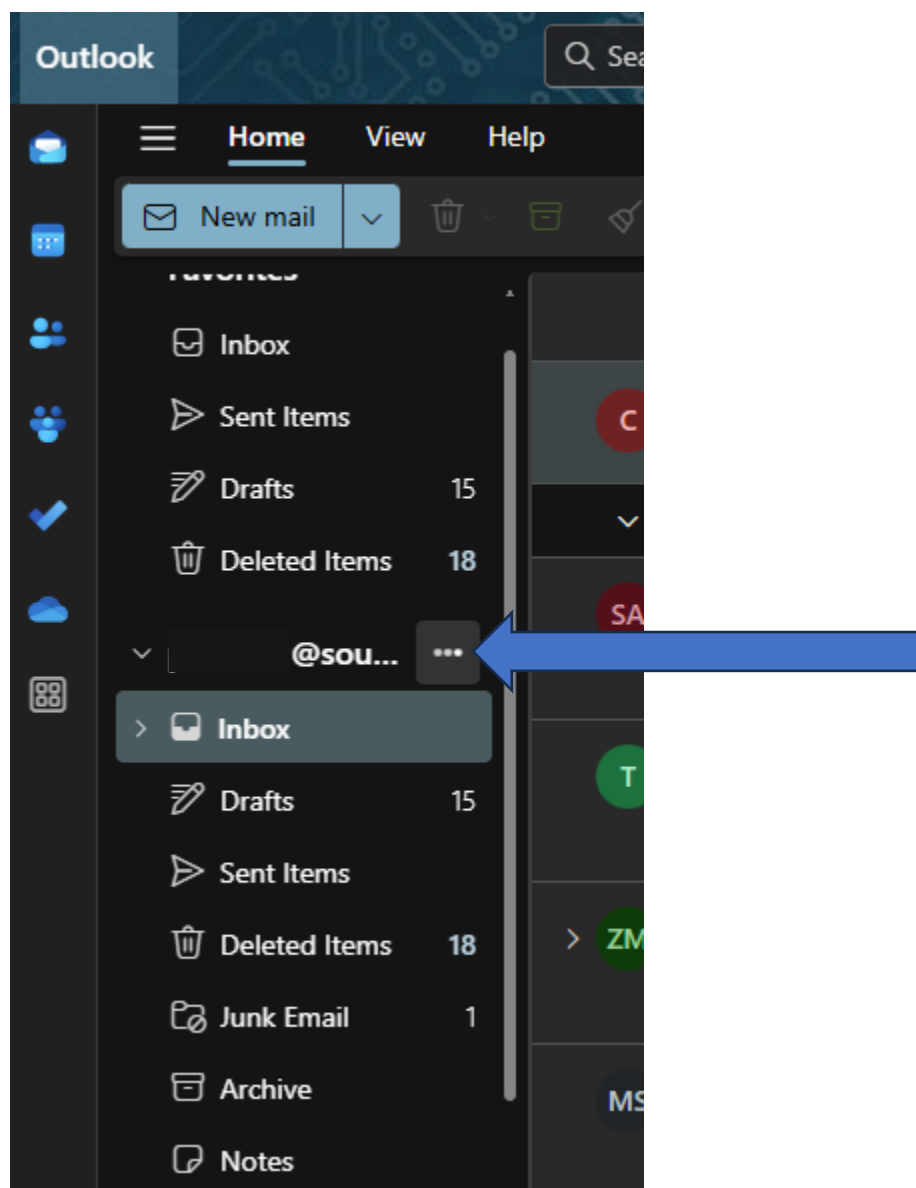
Please note that when granting access to a shared email, the owner of the email should delegate access via Outlook Web Application (OWA) and not via Outlook desktop application. This process needs to be completed prior to adding a shared email. Please reference the knowledge base article, “Email: Shared Account – Delegating Permissions” for the procedures.

Adding Shared Account on Outlook Web App (OWA)

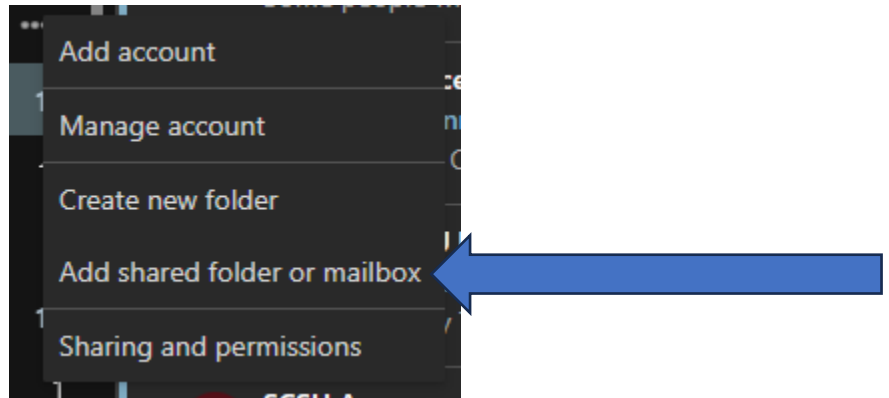
1. Go to login.southernct.edu and log in with your SCSU email address and password.
2. On the top left-hand corner of the dashboard select the 9-dot icon to find and select “Outlook”. This will open the Outlook Web App (OWA).



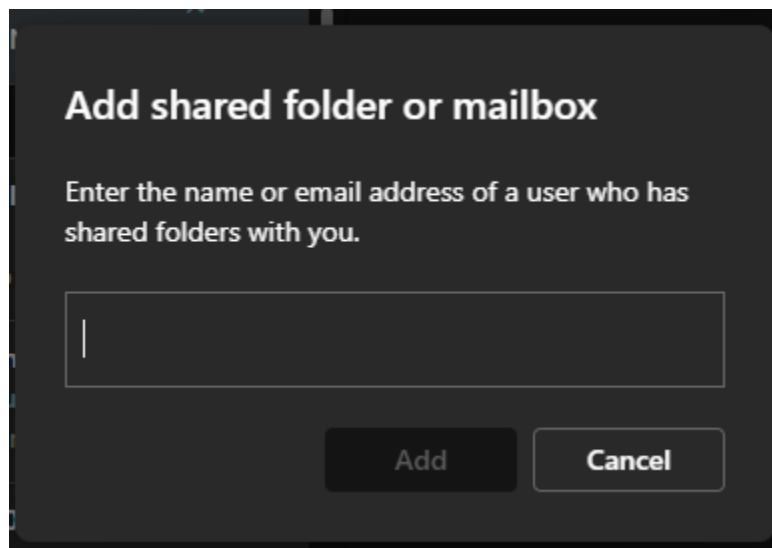
3. Locate on the left-hand side of the application your SCSU email address. Hover your cursor next to the email address and select the three-dot icon that is highlighted.



4. Select "Add shared folder or mailbox".



5. Type the full email address of the shared email address you wish to add to your Outlook.



6. Once the correct email is selected, click "Add". Afterwards, the shared email will be found on the left-hand side of the Outlook interface below your southernct.edu Inbox.

