Southern Connecticut State University

Email: Shared Account – Adding on Outlook for Mac

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 desktop application on a Mac device.

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. Please reference the knowledge base article, "Email: Shared Account – Delegating Permissions" for the procedures.
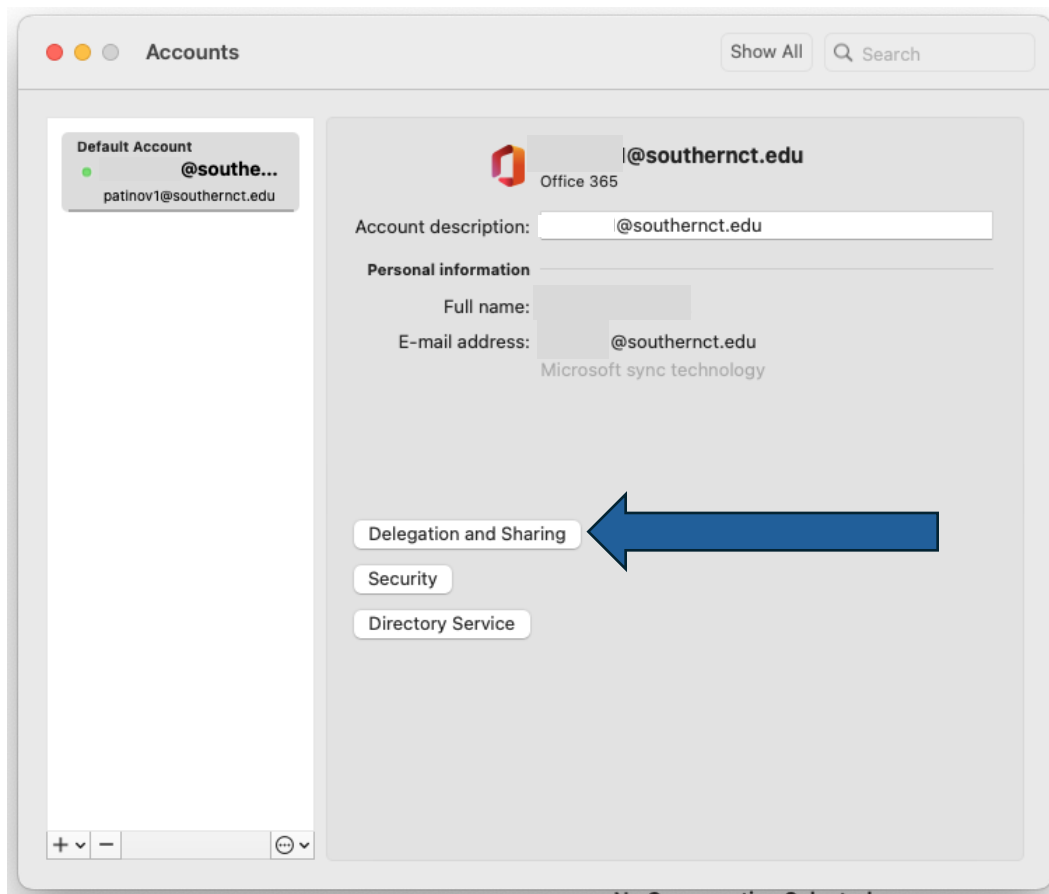
Adding Shared Account on Outlook for Macs

1. Once you have been set as both a member and a functional owner of your desired shared email, open your Outlook desktop application.
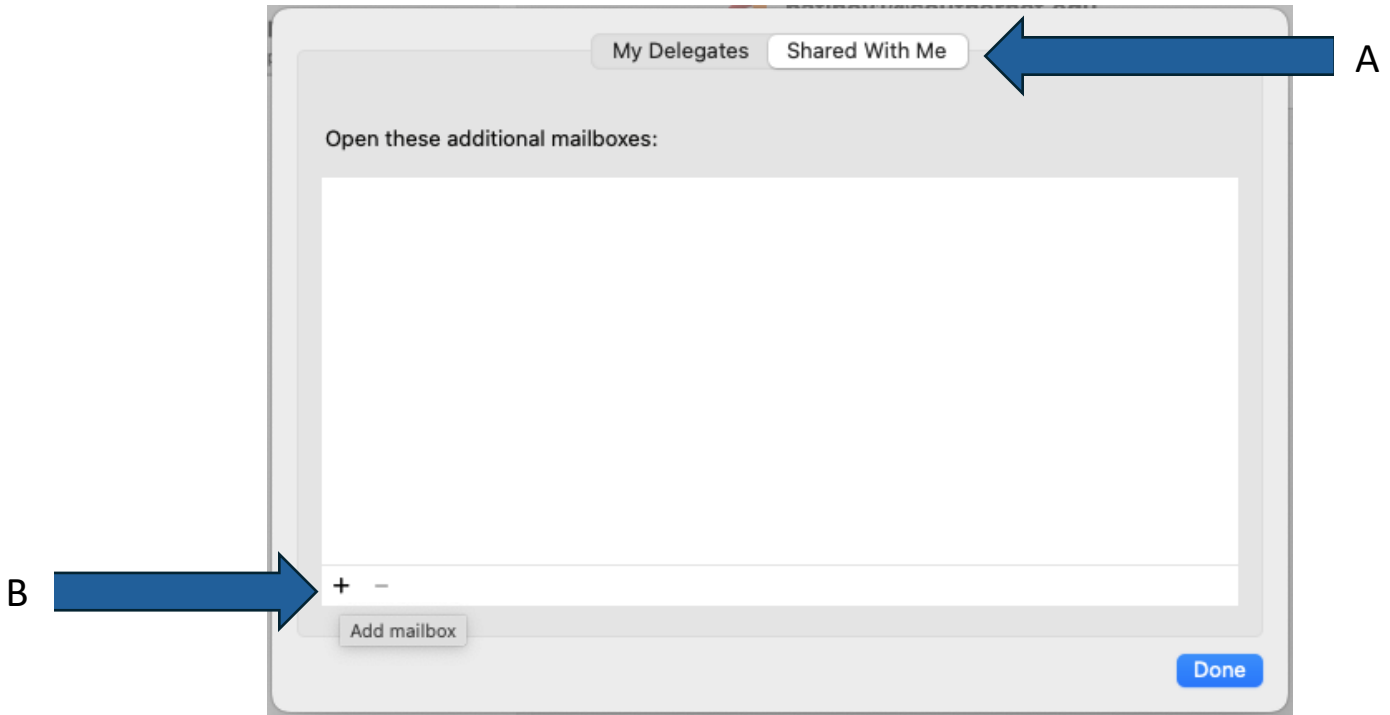
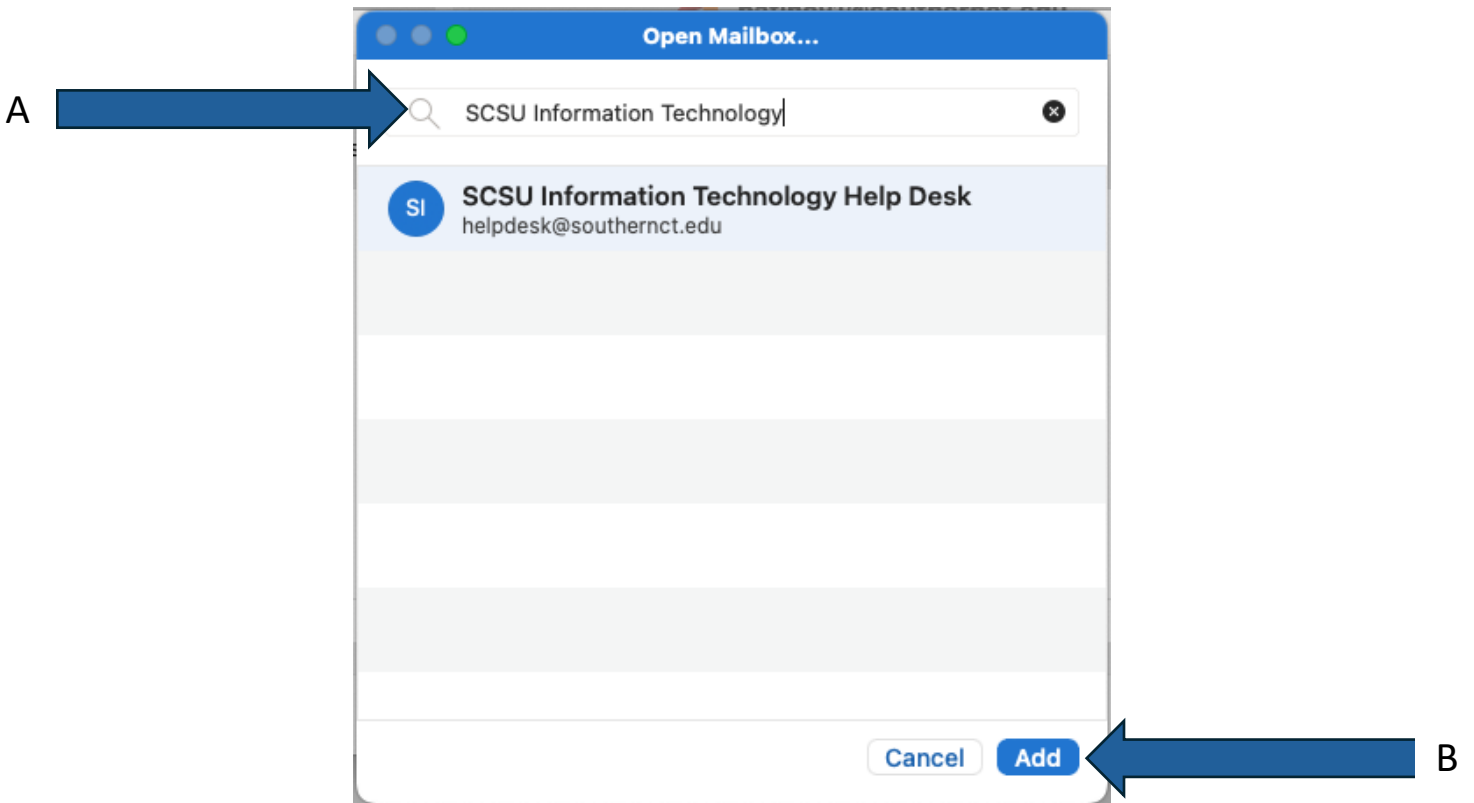2. With Outlook open, select "Tools" (A) followed by "Accounts" (B) from the upper toolbar.
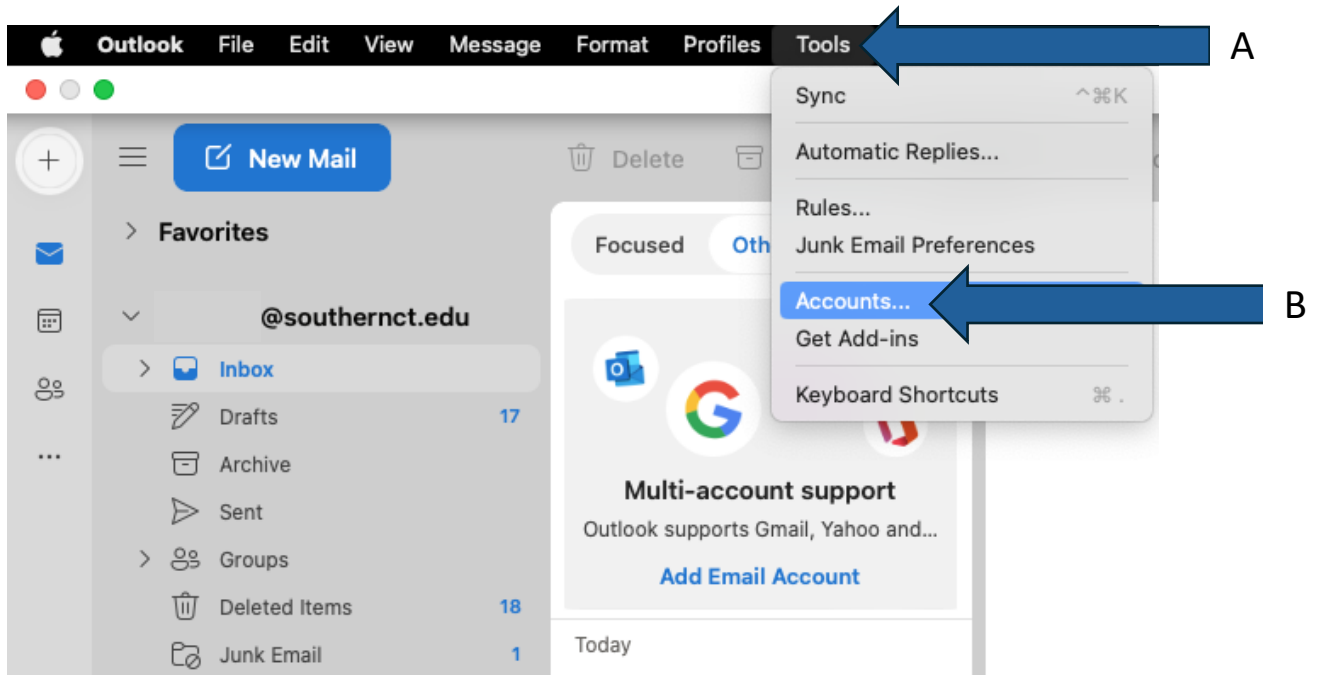
3. Select "Delegation and Sharing".

4. Select the "Shared With Me" tab (A). Bring the cursor to the "+" plus sign to "Add mailbox".

My Delegates   Shared With Me   **A**

Open these additional mailboxes:

B   + −

Add mailbox

Done

5. Enter the email address of the shared account (A), select the proper account from the list, then "Add" (B).

Open Mailbox...

A   🔍 SCSU Information Technology   ⊗

SI   **SCSU Information Technology Help Desk**
helpdesk@southernct.edu

Cancel   **Add**   **B**

6. Once added, select the shared mailbox (A) and click "Done" (B). Once completed the shared mailbox will be available to access on the left-hand side of your Outlook desktop application under your southernct.edu Inbox.

A

My Delegates   Shared With Me

Open these additional mailboxes:

SI   **SCSU Information Technology Help Desk**

+ –

Done

B