Southern Connecticut State University

Email: Shared Account – Sending from Shared Account in OWA

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 send emails from a shared account within the Outlook Web App (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. Please reference the knowledge base article, "Email: Shared Account – Delegating Permissions" for the procedures.

Sending from a Shared Account in 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).
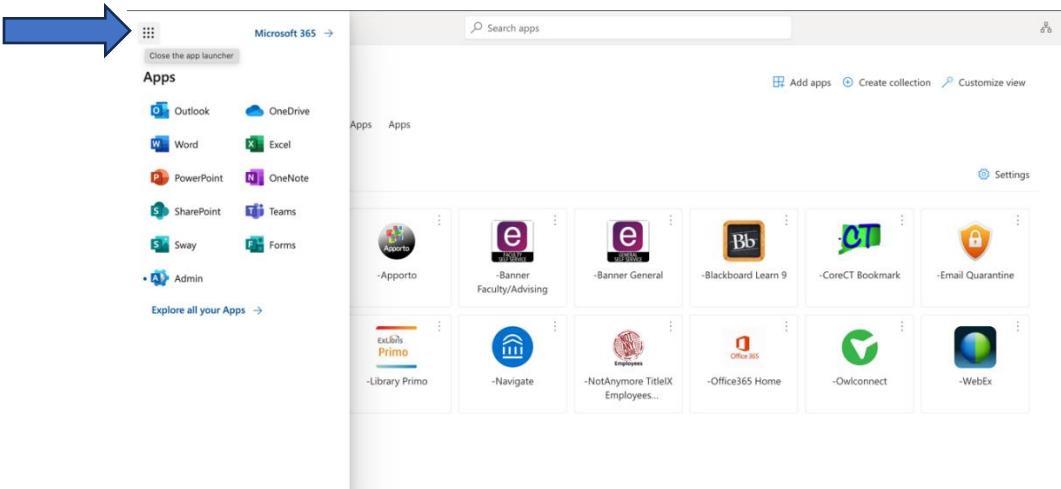
3. After accessing Outlook via Online Web App (OWA), select the Folder of the shared email you wish to send an email from.
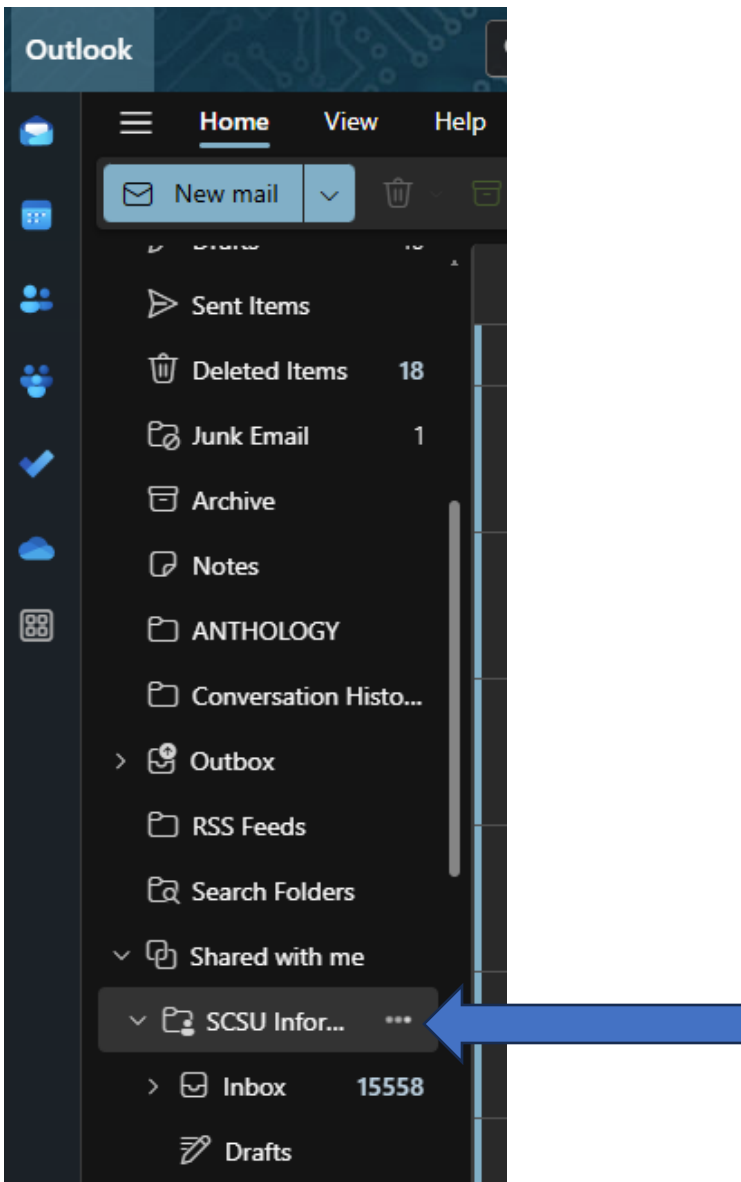
4. With an email open and in edit mode, locate the "Options tab"(A). Please check the "Show From" (B) check box.

A

B
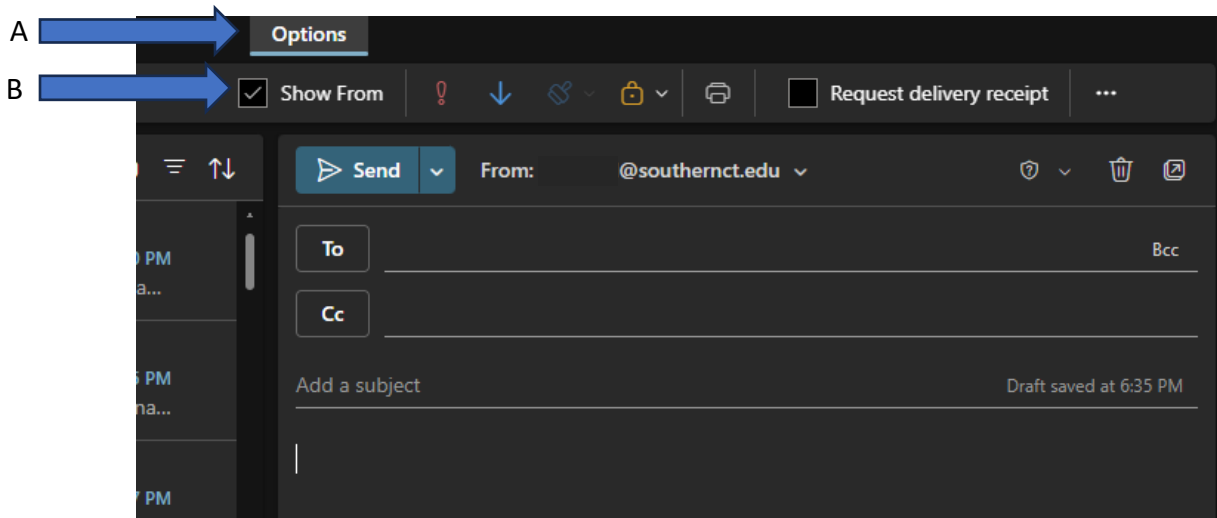
5. Most likely you will then need to scroll up to view this newly visible field. Select "From", then "Other email address…" if the shared account is not listed here.
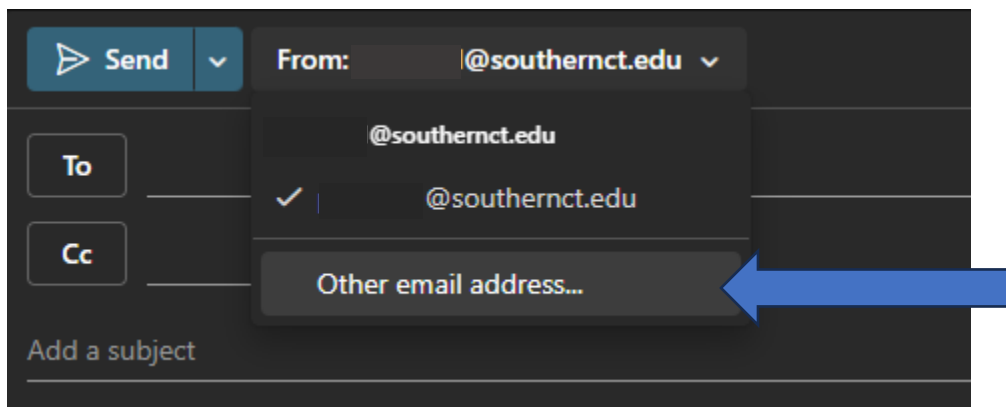
6. Enter the email address of the shared account and select from the list (A). You will now be set up to send from this shared account. Select "From" (B) again to toggle between sending from this account and your own account.

B

A