OKLAHOMA
Office of Management
& Enterprise Services

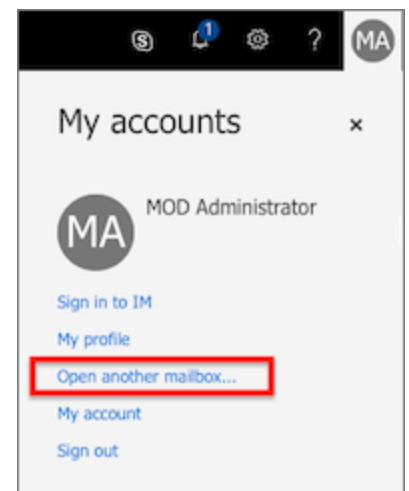# Shared Mailbox Setup

Overview

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.

A shared mailbox is not designed for direct log on. The user account for the shared mailbox itself should stay in disabled state.

Outlook on the web: Add a shared mailbox account

1. Log on to O365 on the web at http://portal.office.com with your name email address, such as john.doe@omes.ok.gov and password.

2. Then select the app launcher [icon] in the upper left corner and select **Outlook**.

3. In the upper right corner, select your name.

4. Choose **Open another mailbox**

5. Enter the email address of the shared mailbox that you want to access and select **Open**.

Another Outlook on the web session opens in a separate window, allowing access to the shared mailbox. See also Open and use a shared mailbox in Outlook on the web for more information.

OMES Service Desk

For questions or technology requests call us; Live Chat and type "speak with a live agent" to directly speak with a service desk representative; or check out our customer portal.
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