Email - How to Send Email From a Shared Mailbox

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Questions:
How to Send Email From a Shared Mailbox?

Included in these instructions are directions for Outlook 2016 and the Outlook Web App (OWA).

How to send email from the shared mailbox in the Outlook Web App:

1. Go to the Inbox for the shared mailbox.
2. Start a new email message.
3. From the new email message pane, click Options and then select Show From. This will populate the email address for the shared mailbox in the From field.

How to send email from the shared mailbox in the Outlook 2016:

1. Start a new email message from your NID@wsu.edu account.
2. Click Options from the new email dialog box.
3. In the Options menu, click From under the show fields selection ribbon.
4. At the From field in your new email, there will be a drop down on the From button. This drop down will allow you to toggle between your NID@wsu.edu and the Shared Mailbox.

Note: If the shared mailbox does not show in the drop down, choose Other Email Address and browse for the shared mailbox.