Email - How to add a Shared Mailbox to Outlook for Mac

Questions:

How do I add a shared mailbox to Outlook for Mac?

Are there special steps to add shared email accounts to Outlook for Mac?

Answer:

When trying to access a shared mailbox in Outlook for the Mac, you need to manually add the mailbox to manage the shared account. Shared mailboxes do not automatically appear on the Outlook desktop app for Mac.

Add a Shared Mailbox to Outlook for Mac (Older Versions/Legacy Outlook):

1. Open the Outlook desktop app on your Mac device.
2. At the top of your Outlook ribbon, click Tools.
3. Click Accounts.
4. Select your WSU email account.
5. On the bottom right, click **Advanced**.

6. Open the **Delegates** tab.

7. In the **Open these additional mailboxes** section, click the + to add the shared mailbox.

8. Start typing the name of your shared mailbox in the search box. If permissions have been granted, it should show up on the list of mailboxes. Select the correct mailbox and click **Add**.
9. Click OK to finish adding the mailbox and close the Accounts box.
10. The shared mailbox will then load as its own folder set on the left navigation pane in Outlook.

Add a Shared Mailbox to Outlook for Mac (New Outlook):

1. Open the Outlook desktop app on your Mac device.
2. At the top of your Outlook ribbon, click Tools.
3. Click Accounts.
4. Select your WSU email account.
5. Click **Delegation and Sharing**.

6. Open the **Shared with Me** tab.

7. In the **Open these additional mailboxes** section, click the + to add the shared new mailbox.

8. Start typing the name of your shared mailbox in the search box. If permissions have been granted, it should show up on the list of mailboxes. Select the correct mailbox and click Add to finish adding the mailbox.
9. Close the **Accounts** box.

10. If the dialog box comes up to have the auto-discover server automatically configure the mailbox, select **Allow**.

11. The shared mailbox will then load as its own folder set on the left navigation pane in Outlook.

**Related Articles:**

Email - How to Add a Resource or Location Account (Calendar) to Outlook for Mac