How to Add or Open Shared Mailboxes in Office 365 Email

There are two ways to access a shared mailbox. Choose the option below that best suits your needs.

Step-by-step guide

Adding the Mailbox to Your Mail Menu

> ✅ This option is best for users who want to have quick access to a shared inbox; however, users cannot reply as the shared inbox with this option. See Option #2 if you need to respond from the shared account rather than your personal account.
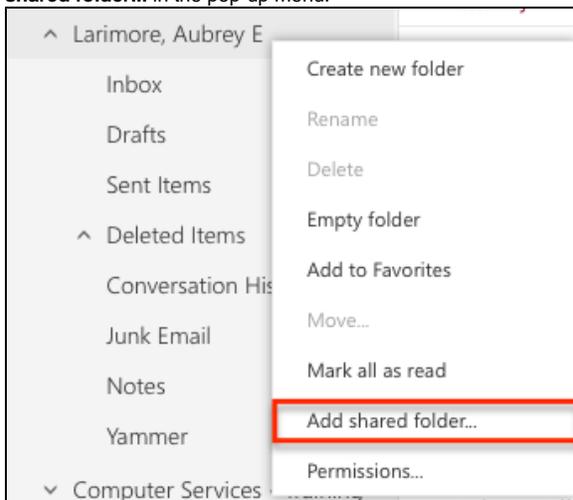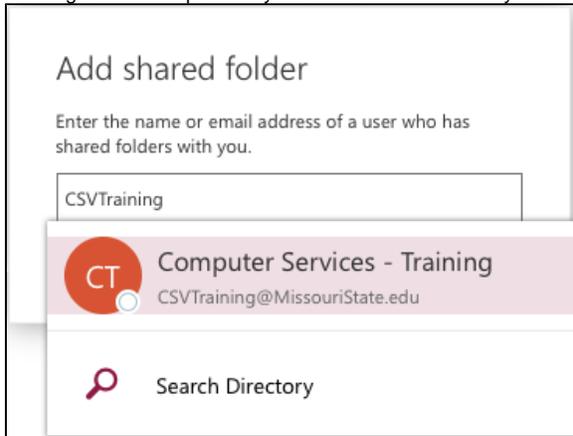
1. First, log in to your Office 365 mailbox.
2. Once your mailbox is open, select **More** under the Folders menu if you don't see your name displayed in the list (like the screenshot in #3).
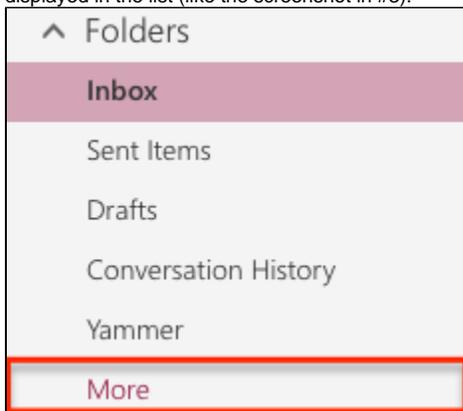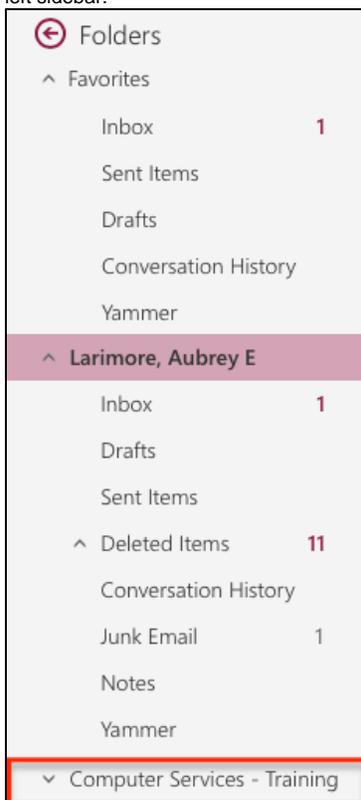

3. Find where your name is displayed in the left sidebar and right-click on your name. Select **Add shared folder...** in the pop-up menu.

4. A dialogue box will open and you can search the directory for the mailbox you want to add.

Add shared folder

Enter the name or email address of a user who has shared folders with you.

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🔍 Search Directory

5. Once you've chosen the mailbox, select **Add** and the mailbox will appear at the bottom of the left sidebar.

⬅ Folders

∧ Favorites

    Inbox   1

    Sent Items

    Drafts

    Conversation History

    Yammer

∧ **Larimore, Aubrey E**

    Inbox   1

    Drafts

    Sent Items

  ∧ Deleted Items   11

    Conversation History

    Junk Email   1

    Notes

    Yammer

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⚠ This mailbox is now added to your Mail menu and will be available when you login. You can access this mailbox again by selecting **More** as shown in Step #2. To remove the mailbox from your account, simply right-click on the folder name and select **Remove shared folder**.

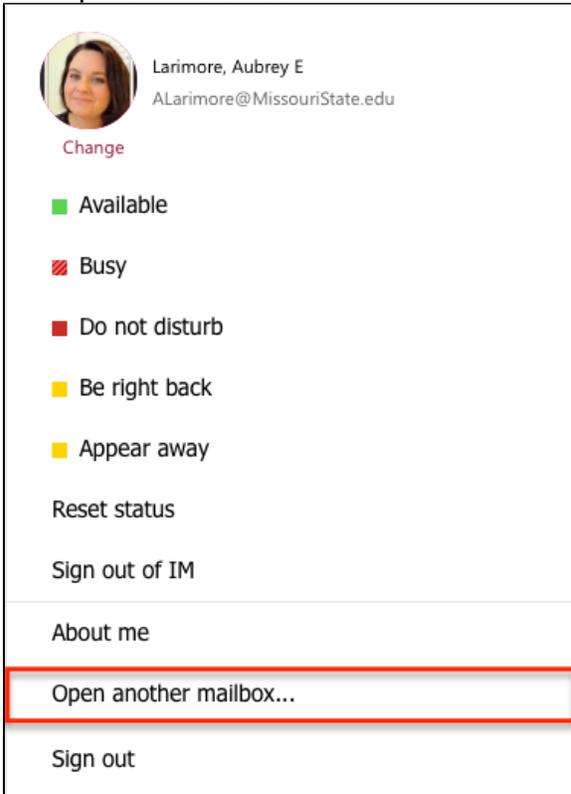## Opening the Mailbox in a New Window

✅ This option is best for users who primarily work out of a departmental or shared inbox. This option lets you act as the shared account rather than your personal account, which means you can reply from the shared account and use the shared account's Categories.
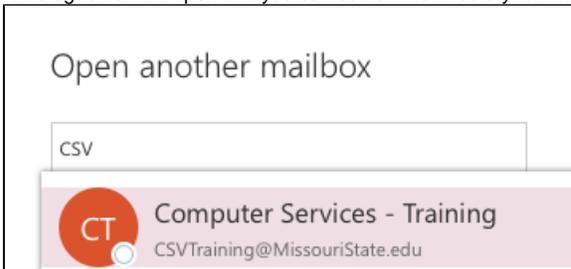
1. First, log in to your Office 365 mailbox.
2. Click on your photo (or the ghost avatar if you haven't added a photo) in the top right corner of the page.

3. Select **Open another mailbox...**

4. A dialogue box will open and you can search the directory for the mailbox you want to add.

5. Once you've chosen the mailbox, select **Open** and the mailbox will open in a new browser tab or window.

⚠ This process does not add the mailbox to your Mail app. You will need to follow this process each time you want to open the mailbox, or use Option #1 to add the mailbox to your Mail menu.