How to Add an Additional Mailbox in Outlook 2011

1. Launch Outlook 2011.

2. Choose Tools | Accounts

3. Click on the + in the lower left corner

4. Choose Exchange
5. Enter your Exchange account information:
   Email address: (e.g., client.services@uncp.edu)
   Username: uncp\user account (e.g., uncp\jdoe)
   Password: shared account Password

6. Select 'Configure automatically'
7. Select Add Account (Note: this may take a few minutes).

8. Change the Account description to your departmental/shared account name.

9. Close the window.

The shared Mailbox appears at or near the bottom of the "All Mail Items" section of the Mail Navigation Pane. You can manage the shared mailbox folders in the same way that you manage your personal Outlook account folders.
Note: Below is another way to access a shared mailbox account in Outlook 2011 for Mac (e.g., eliminates having to enter the password for the account):

1. In Outlook 2011 for Mac, select the **Tools** menu and then **Accounts**

![Accounts window](image)

2. In the window that appears, select your Exchange account and click the **Advanced...** button

![Advanced account settings](image)
3. Click the Delegate tab. In the section named **Users I am a delegate for**, click the Add... button.

4. The Select User window will appear. Type in the name of the shared mailbox in the text box and click the Find button. Select the desired user from the search result list that appears and click OK.
5. Click **OK** again to close the accounts window. After a short period of time that shared mailbox will appear as a folder in the View list on the left side.