Connecting to an Office Shared Mailbox

Use this procedure to connect to an Office Shared Mailbox as your substitute for Public Folders.

1. Once you are in Outlook viewing your mailbox, press Ctrl-6 to switch to the Folder View.
2. Scroll to the top of the folder list on the left, right-click “Mailbox – your name” and select Properties at the bottom of the popup menu.
3. Click the Advanced button toward the bottom right.
4. Click the Advanced tab at the top.
5. Click the Add button on the right.
6. In the Add Mailbox field, enter the name of the Office Shared Mailbox you need to connect to. Each mailbox name follows the pattern: “Office - <office name>”. You may enter as little as you wish to obtain a list of matching mailboxes. For example, you may enter only “Office” to get the entire list of Office Shared Mailboxes and choose any one you like. You will only see folders and content in those shared mailboxes for which you have permission to access. If you need to connect to more than one Shared Mailbox, repeat Step 6 for each one.
7. Once you have selected the mailboxes you need to connect to, click OK twice to go back to your mailbox where you will see the additional Office mailboxes connected in the folder list as “Mailbox – Office - <office name>”. Simply expand them and see the folders you previously had access to in the Public Folders.

Sending from an Office Shared Mailbox folder

Because you are a delegate to the Office Shared Mailbox, a reply to any message from a Shared Mailbox folder will attempt to be sent using the Shared Mailbox’s address. This action is not supported.

Please change the From: line of your messages first:

- If you wish to send the message as yourself, clear the From: line (or select your email address if that is your provided option).
- If you previously had Send As permission to the former public folder, select the folder name from the Global Address List. For example, if the folder is named Financials and you previously had Send As permission to the public folder by the same name, you may select Financials out of the Address Book for the From line of the email.

This is a disadvantage of the Shared Mailbox strategy that could not be avoided.

Automatic Responses for received messages in folders

With Office Shared Mailboxes, users no longer have the ability to set up automatic responses on specific folders. If you need an auto-response added or changed for a particular folder, please send a request to the Helpdesk with the specific details and it will be done.