How To Add Your New Office Shared Mailbox (previously called Public Folder)

Once you are moved to Office365 Outlook Public Folders will no longer be available. Office Shared Mailboxes will now replace the function of the Public Folders. Below are step-by-step instructions on how to find and mount your new Office Shared Mailbox:

Important:
Before migration of your mailbox to Office365, you will want to add the new Office Shared Mailbox in Microsoft Outlook.

1. Determine what Public Folder you usually use. In this example, let’s choose the “LAN Services” public folder in Microsoft Outlook:

In most cases, the name of the new Office Shared Mailbox can be predicted by adding “Office - “ to the beginning of the Public Folder name. In this case, we chose the “LAN Services” Public Folder, and therefore will need to mount/add the “Office - LAN Services” Office Shared Mailbox.

2. Start the process of mounting the “Office - LAN Services” Office Shared Mailbox by right clicking on the top level Mailbox folder as shown below.
3. Then choose “Properties”:

4. In the Properties dialog box, choose “Advanced...”:
5. Then choose the “Advanced” tab:

6. From the “Advanced” tab, we can choose a new Office Shared Mailbox to mount by clicking the “Add” button:
7. In the dialog box, type the name of the Office Shared Mailbox you want to find and mount. In this case, we will type “Office - Lan Services”.

Notice below that by typing in part of the name and choosing “OK”, Outlook will search for, and return a list of Mailboxes from which you can choose.

8. Here, Outlook has returned a list of Mailboxes for you to choose from. Choose the Mailbox that is appropriate and click “OK”.
9. In the case of “LAN Services”, there is only one choice found - “Office - LAN Services”. If you need assistance in choosing the correct Office Shared Mailbox, please contact the Help Desk. Choose “Apply”:

10. Choose “OK”:
11. Hit “OK” again:

12. You should now be able to see your newly mounted Office Shared Mailbox in Outlook: