

How do I add a Ghent University shared mailbox to my own email application?

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Keywords

shared mailbox outlook Mac Apple Windows Microsoft

Solution (public)

Prerequisite The person responsible for the shared mailbox must first give you [1]access to the shared mailbox.

Step-by-stepClassic OutlookOpen the "Outlook (classic)" application on your computer.Go to "File" and select the option "+ Add Account".Enter the email address of the shared mailbox.Confirm by clicking "Connect".
Result: A pop-up window will open for you to enter your password.Select "Sign in with another account".Change the email address of the shared mailbox to your personal Ghent University email address.Press "Next".Enter your Ghent University password.Press "Sign in".Approve the sign-in request using your configured MFA method.Press "Done".Close and reopen the "Outlook (classic)" application on your computer.

Result

The shared mailbox will also be available in the [2]web version of Outlook.The email address of the shared mailbox will always be filled in whenever you want to send a new email or reply to an email from this shared mailbox in any version of Outlook. If you follow the steps on the Microsoft support page [3]Open and use a shared mailbox in Outlook, you will still have to correct the sending address each time.

New OutlookOpen the "Outlook (new)" application on your computer.Select "E-mail" on the left-hand side.Right-click on your email address.Select "Add shared folder or mailbox".Insert the name of the shared mailbox you want to add to the new Outlook.

Web version of OutlookGo to [4]<https://outlook.office.com/mail>Select "E-mail" on the left-hand side.Right-click on your email address.Select "Add shared folder or mailbox".Insert the name of the shared mailbox you want to add to the web version of Outlook.

Outlook client op Mac In the default Mail client of macOS it is not possible to add shared mailboxes, so use the Outlook client for shared mailboxes. Choose "Preferences..." from the "Outlook" menuChoose "Accounts"Choose "New account..." with the + menu at the bottom leftEnter the email address of your shared mailbox in the search field on the next screenChoose "Add"

The shared mailbox is now visible in the accounts column on the left.
 More detailsEmployees: [5]Shared mailbox (UGent intranet)Student associations: [6]Shared mailbox for student associations (UGent student portal)

[1] <https://dictselfservice.ugent.be/index.php?page=services>

[2] <https://outlook.office.com/mail/>

[3] <https://support.microsoft.com/en-us/office/open-and-use-a-shared-mailbox-in-outlook-d94a8e9e-21f1-4240-808b-de9c9c088afd>

[4] <https://outlook.office.com/mail>

[5] <https://ugentbe.sharepoint.com/sites/intranet-ict/SitePages/en/Gedeelde-postvakken.aspx>

[6] <https://www.ugent.be/student/en/ict/ict-services/sharedmailbox>

Symptom (public)

Problem (public)