How do I access a delegate Outlook mailbox?

🏷 Outlook • microsoft-outlook • outlook-app • shared-mailbox • delegate-mailbox

Overview

Delegate or shared mailboxes can be opened using the web version of Outlook, or added into the desktop version. This allows you to send and view emails from this mailbox.

Before you begin...

Be sure you have been granted delegate access to the mailbox you wish to add. If you have not yet requested delegate access, you will need to submit a request.

Instructions

Outlook Web Application (Browser)

Open the shared mailbox in a separate browser tab or window:

1. **Navigate** to email.msudenver.edu and sign in to your email.
2. **Click** on your *user icon* at the top-right of the screen. This will be a circle icon with your initials or your picture.
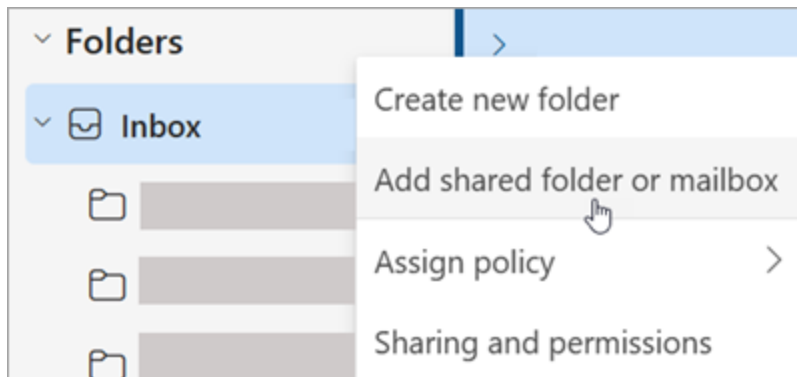3. **Click** on *Open another mailbox*.
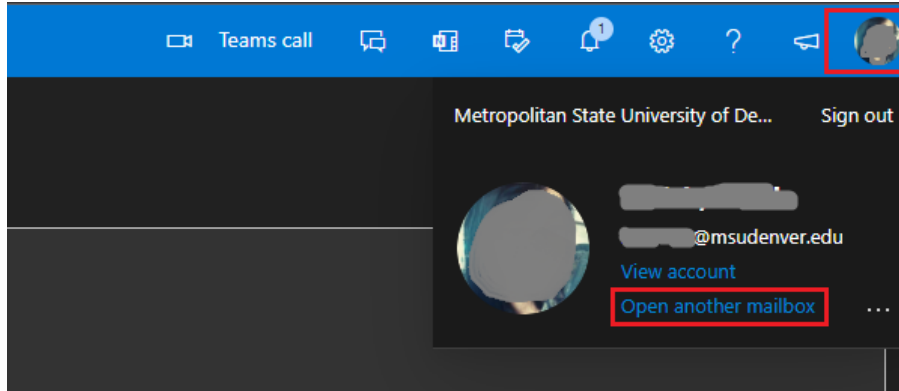
4. **Type** the address of the mailbox you would like to open in the *mailbox field*, then **click** *Open*.
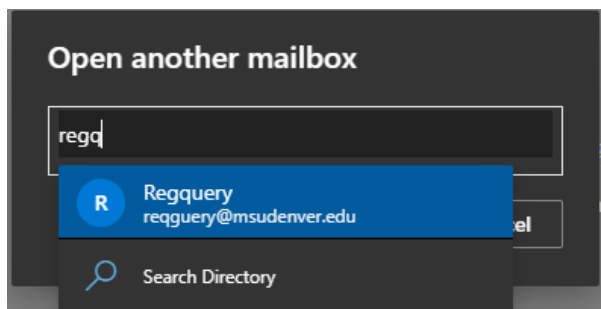
### *Add the shared mailbox so it displays under your primary mailbox:*

1. **Navigate** to email.msudenver.edu and sign in to your email.

2. **Right-click** *Folders* in the left navigation pane, and then choose *Add shared folder or mailbox*.

Note: For Exchange on-premises mailboxes, right-click the name of your primary mailbox (such as Molly Dempsey) in the left navigation pane, and then choose **Add shared folder or mailbox**.
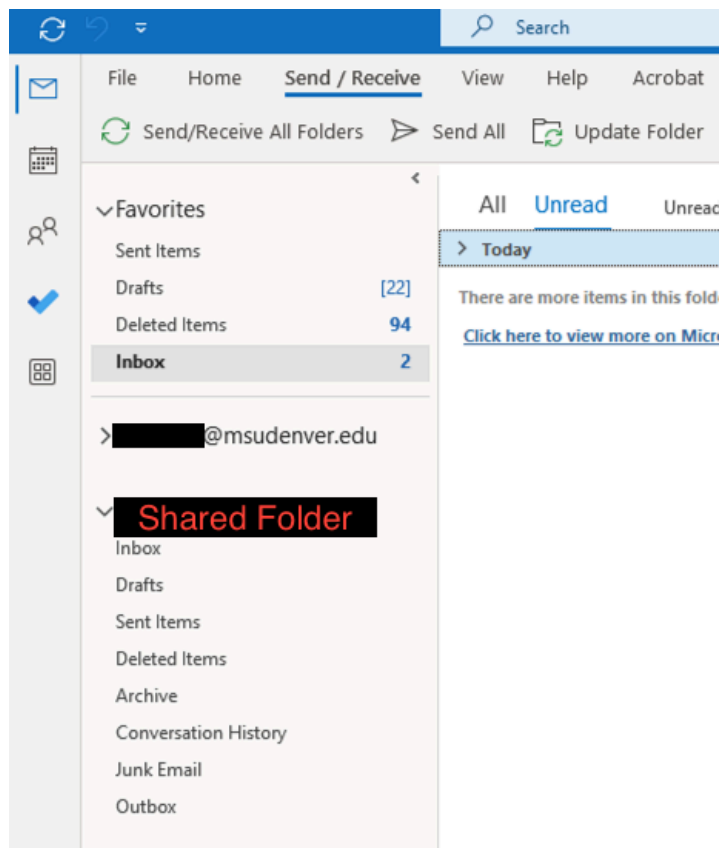
3. In the **Add shared folder** dialog box, type the name of the shared mailbox you are a member of, and then *click* **Add**.
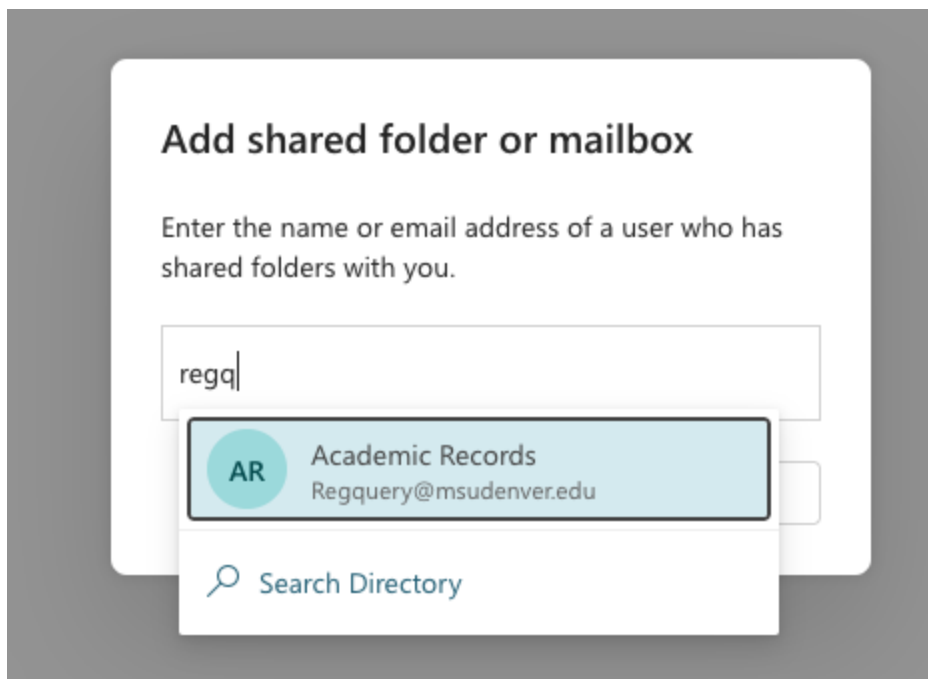
# Outlook Desktop Application (Windows)

After you've been added as a member of a shared mailbox, close and then restart Outlook.

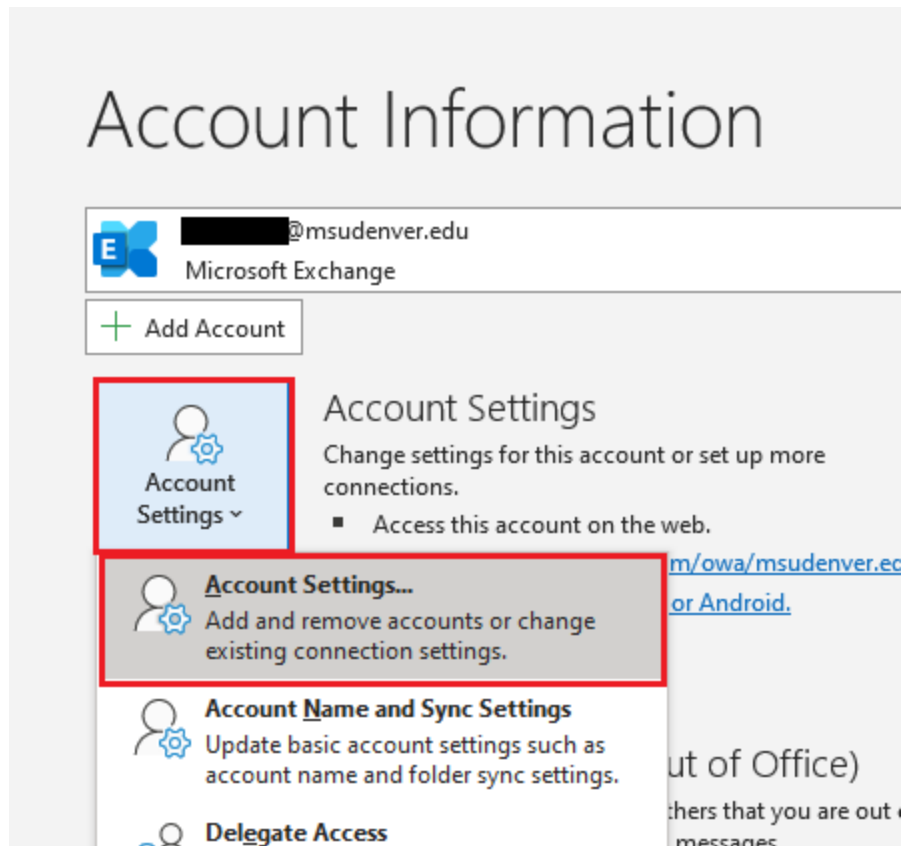The shared mailbox should automatically appear in your Folder pane in Outlook:

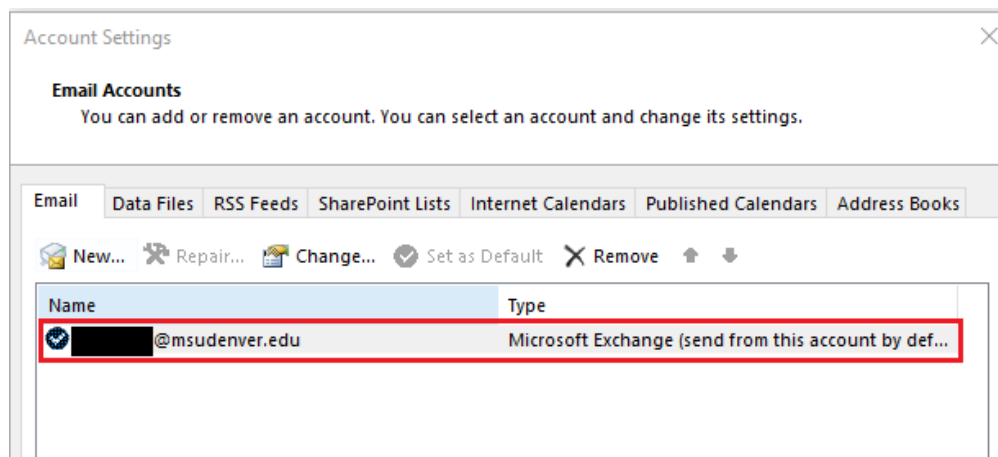# If the shared mailbox isn't showing:

1. Open the Outlook Desktop Application and make sure you are signed in.
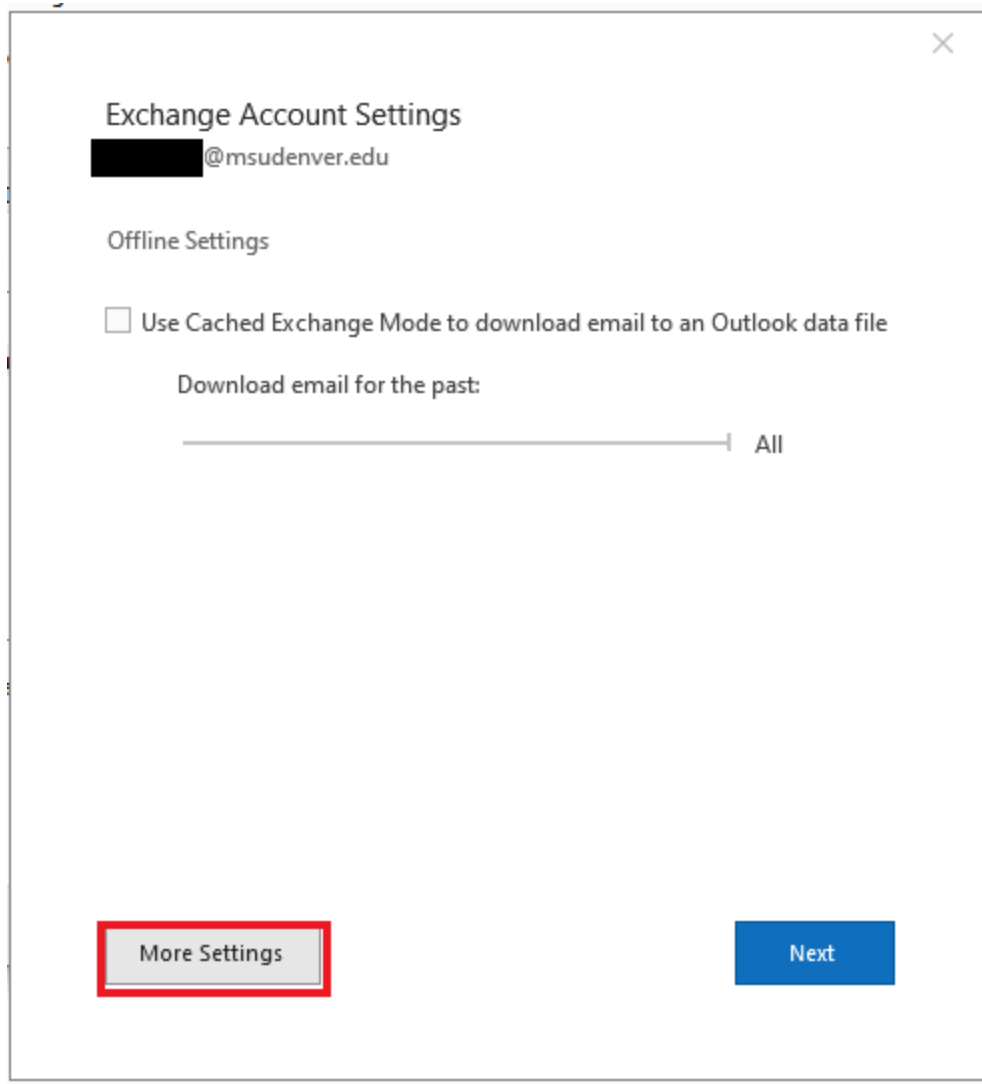2. **Click** the *File* tab in the top left-hand corner of Outlook.
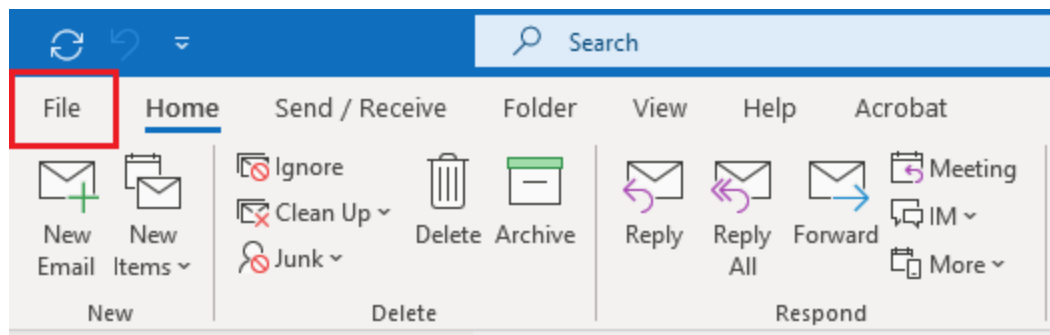
3. **Click** *Account Settings,* then **click** the first option, *Account Settings….*

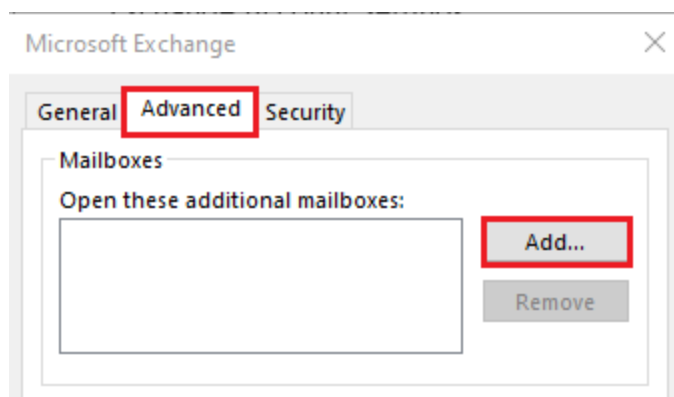4. In the window that opens, **double-click** *your email address*.
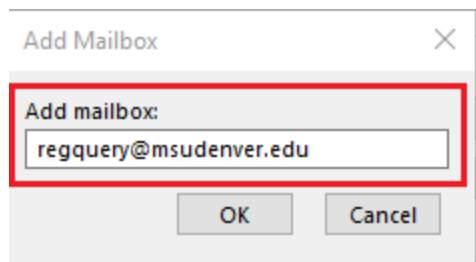

5. **Click** *More Settings.*

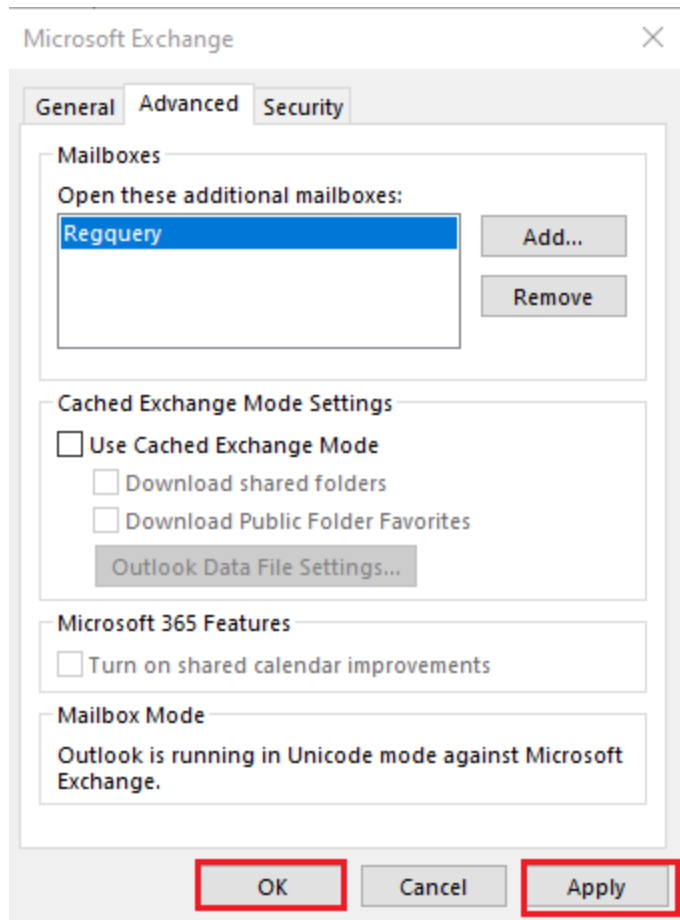6. In the window that opens, **click** the *Advanced* tab
7. **Click** *Add...*

8. **Type** the email address of the email box you want to open in the *Add mailbox* field.
9. **Click** *OK.*

Add Mailbox

Add mailbox:

regquery@msudenver.edu

OK   Cancel

10. **Click** *Apply.*
11. **Click** *OK*.

Microsoft Exchange

General   Advanced   Security

Mailboxes

Open these additional mailboxes:

Regquery

Add...

Remove

Cached Exchange Mode Settings

☐ Use Cached Exchange Mode

☐ Download shared folders
☐ Download Public Folder Favorites

Outlook Data File Settings...

Microsoft 365 Features

☐ Turn on shared calendar improvements

Mailbox Mode

Outlook is running in Unicode mode against Microsoft Exchange.

OK   Cancel   Apply
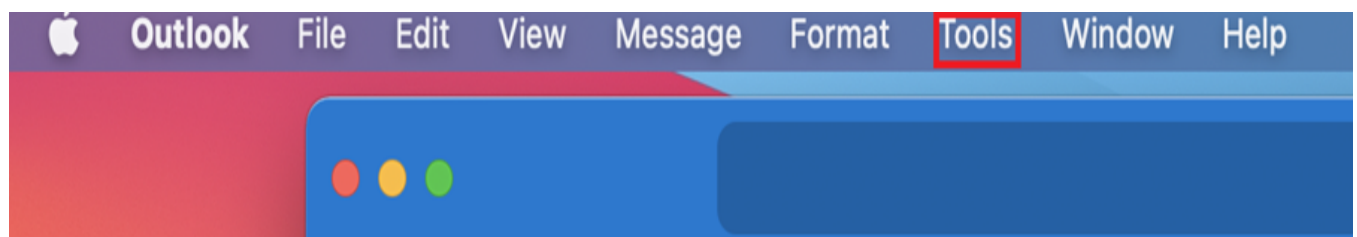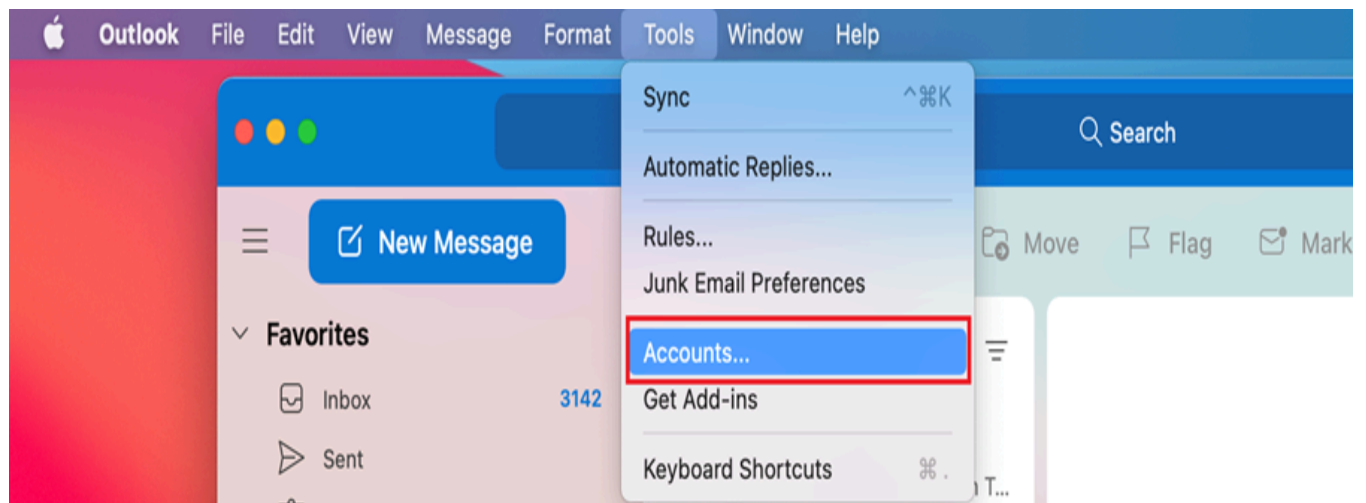
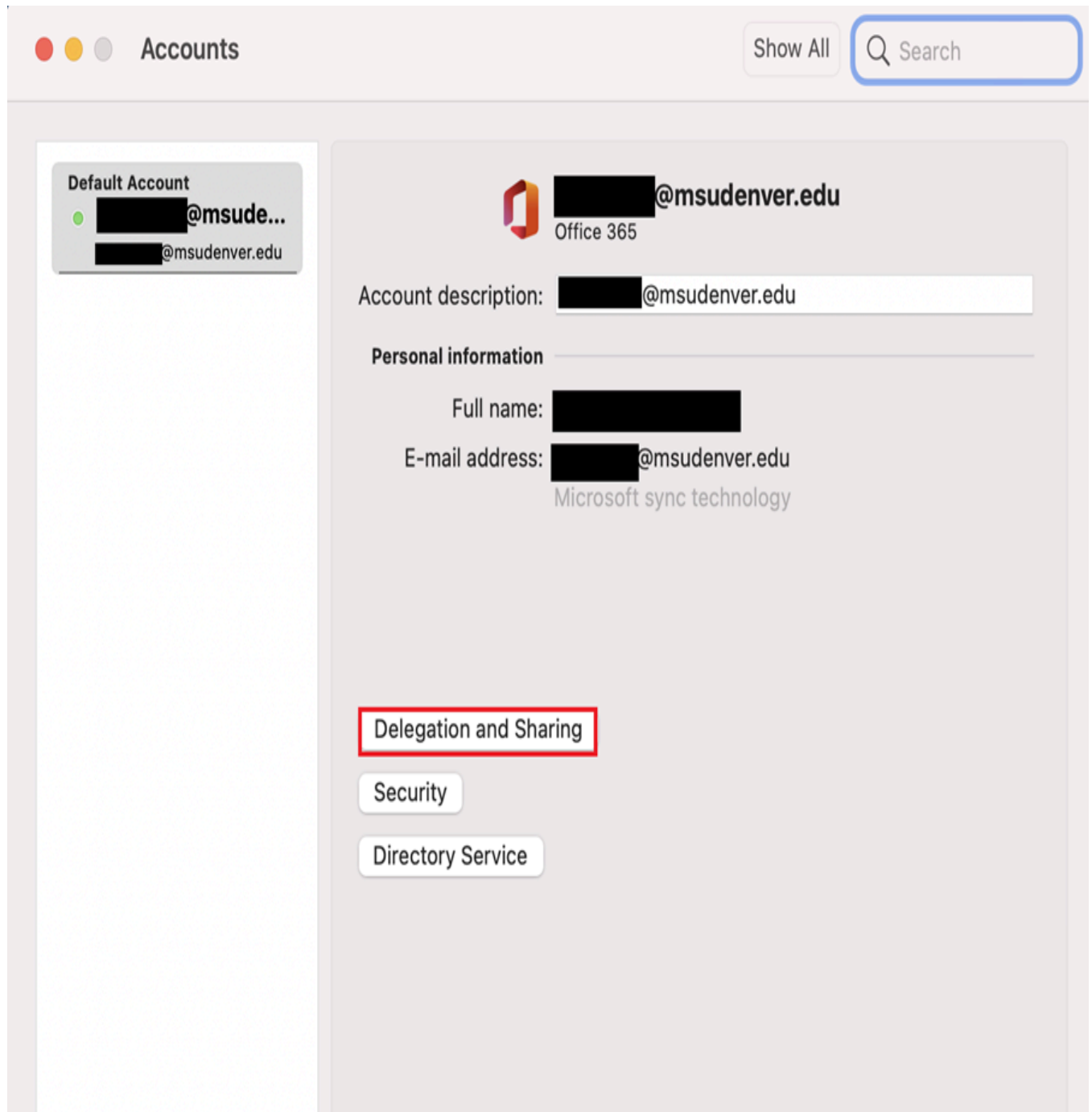12. Restart Outlook.

Outlook Desktop Application (Mac OS)

1. Open the Mac Outlook Application and make sure you are signed in.
2. **Click** *Tools* in the top left ribbon of the Outlook Mac Client.

🍎 **Outlook**   File   Edit   View   Message   Format   Tools   Window   Help

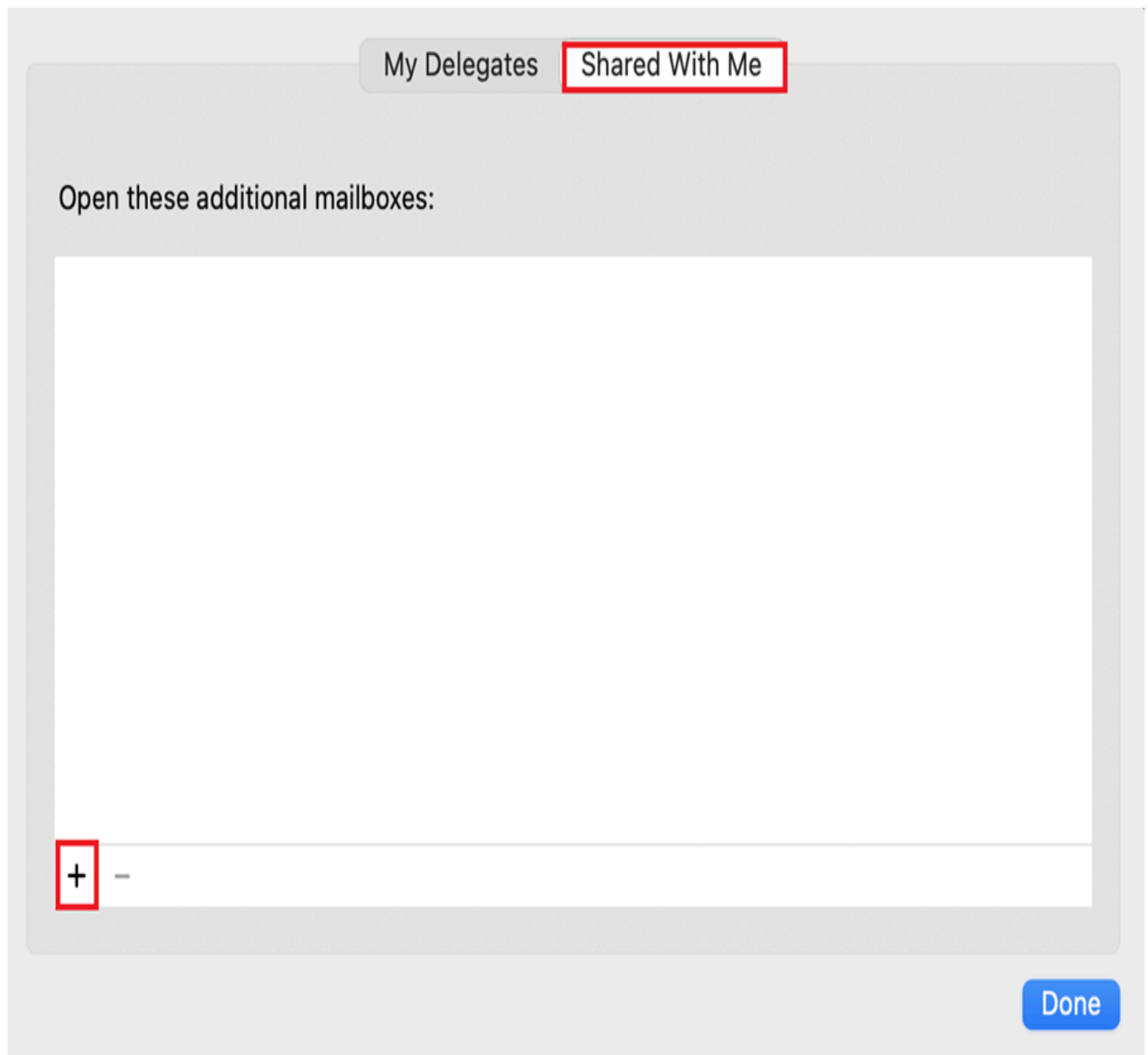3. In the *Tools* drop down menu, **click** *Accounts...*

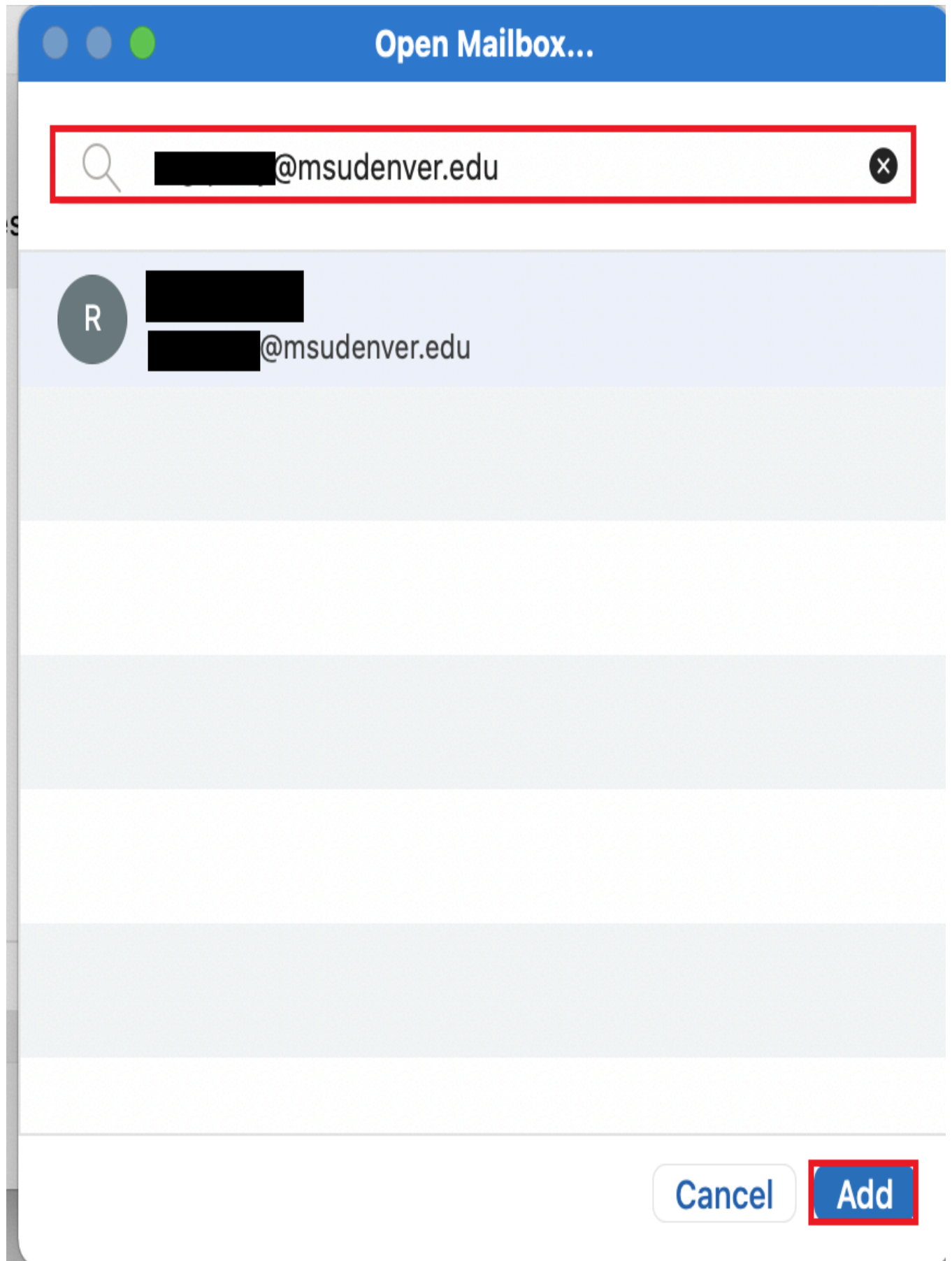4. In the *Accounts...* tab, **click** *Delegation and Sharing*.

5. In the *Delegation and Sharing* tab, **click** *Shared With Me*.
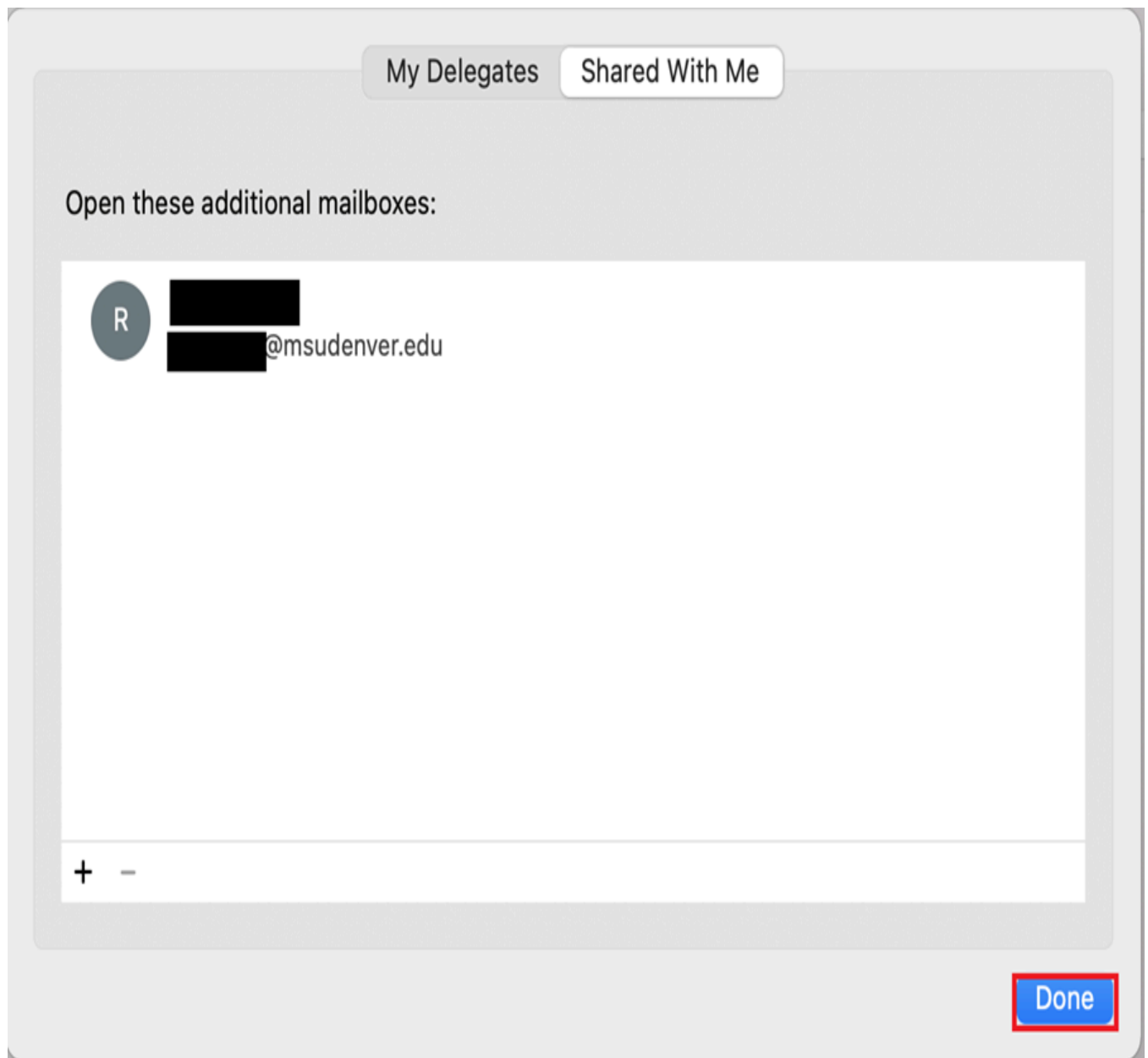6. **Click** the *plus sign*.

7. **Search** for the name of the *mailbox* you want to add and **click** your *typed mailbox*.
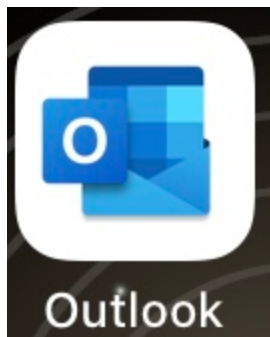8. **Click** *Add*.

9. **Click** *Done.*

Outlook Mobile App (iOS and Android)

1. Download the Microsoft Outlook app for your iOS or Android device.

2. Sign into your primary MSU Denver email account.

3. Tap your profile thumbnail to bring up the navigation menu. Then tap the "Add Email Account" icon directly under your profile picture.
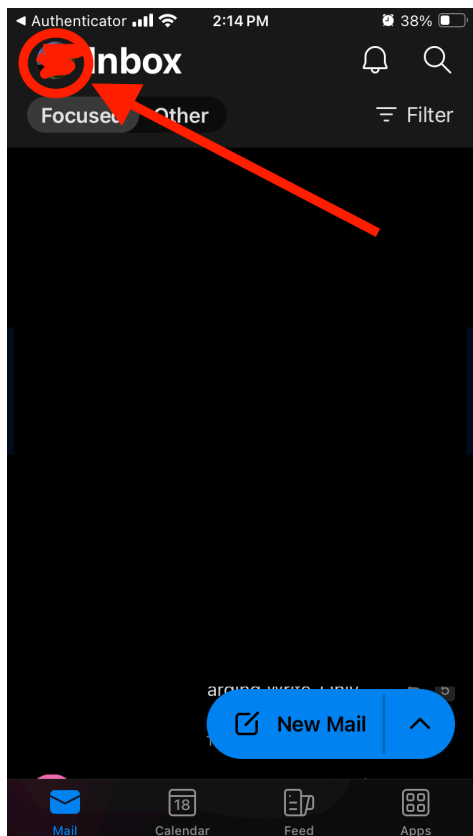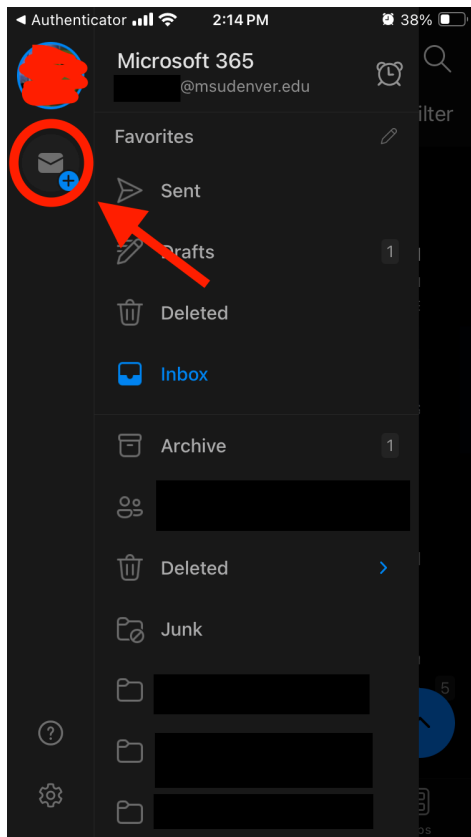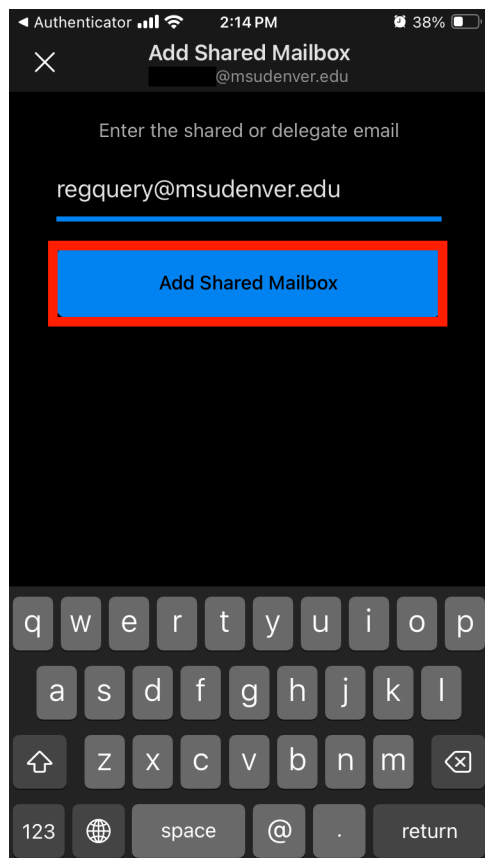
4. Tap "Add Shared Mailbox".
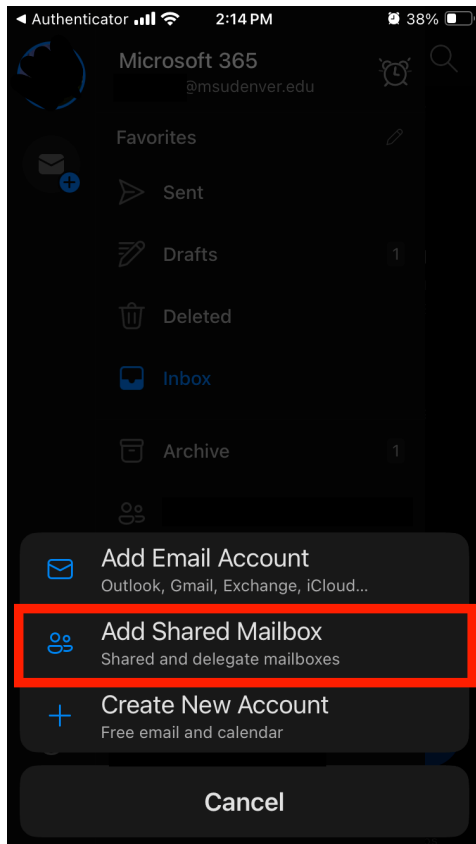
5. Type in the email address of the shared email you're a member of, then tap "Add Shared Mailbox".

Result

Outlook Web Application (Browser)

If added/opened as a separate mailbox: The delegate mailbox will open in a new tab or window in your browser.

If added as a folder in your primary mailbox: The shared mailbox will now display in your Folder list in Outlook on the web. You can expand or collapse the shared mailbox folders as you can with your primary mailbox.

You also can remove the shared mailbox from your Folder list. To remove it, right-click the shared mailbox, and then click **Remove shared folder**.

Outlook Desktop Application (Windows)

The delegate mailbox should appear under your own mailbox in your list of folders on the left-hand side of Outlook.

Outlook Desktop Application (Mac OS)

The delegate mailbox will show up under your main mailbox folder on the left-hand side of the Outlook Mac Application.

Outlook Mobile App (iOS and Android)

The delegate mailbox will show up in your navigation pane when you tap your profile picture.

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Attachments (0)

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