

# 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...

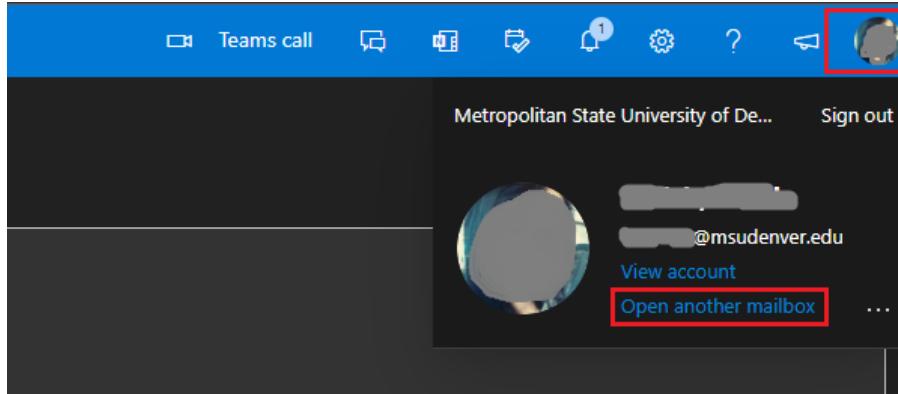
Be sure you have been granted delegate access to the mailbox you wish to add. If you have not yet requested delegate access, you will need to [submit a request](#).

## Instructions

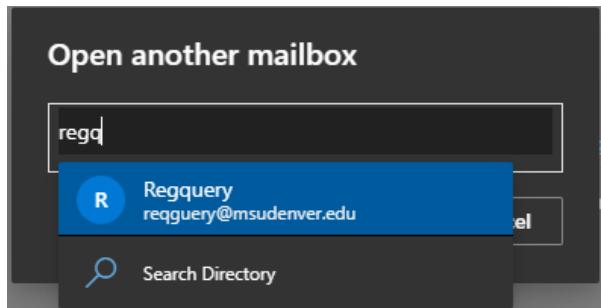
### Outlook Web Application (Browser)

[Open the shared mailbox in a separate browser tab or window:](#)

1. **Navigate** to [email.msudenver.edu](mailto: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**.



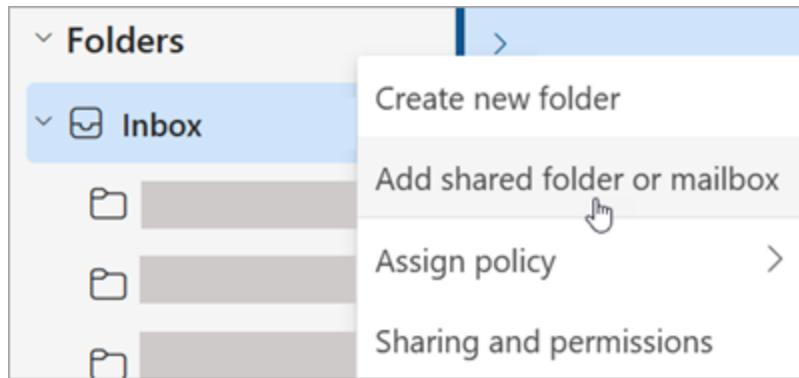
4. **Type** the address of the mailbox you would like to open in the **mailbox field**, then **click Open**.



[Add the shared mailbox so it displays under your primary mailbox:](#)

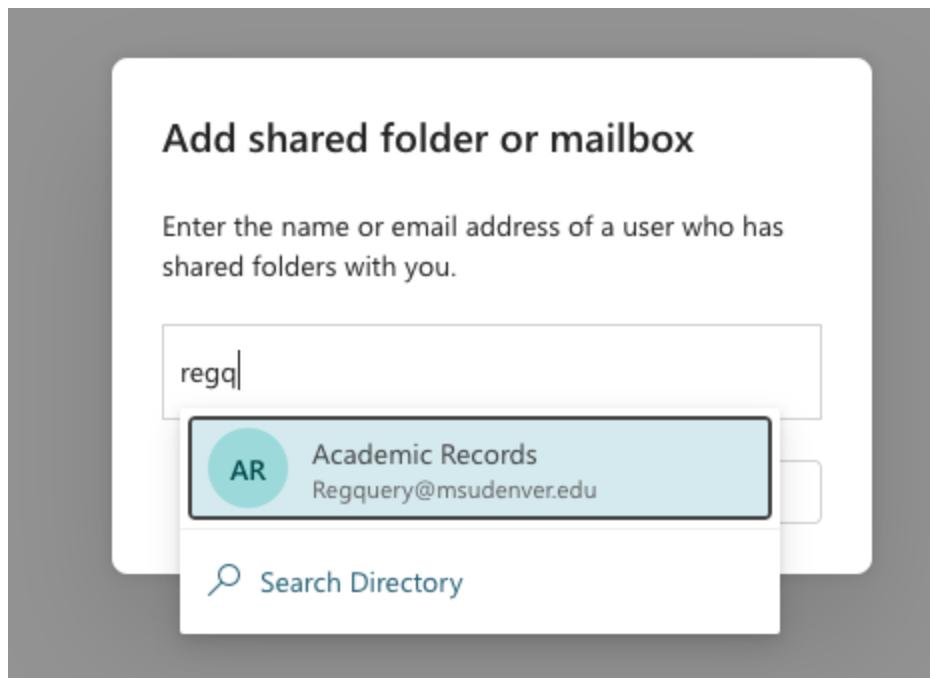
1. **Navigate** to [email.msudenver.edu](mailto:email.msudenver.edu) and sign in to your email.

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**.

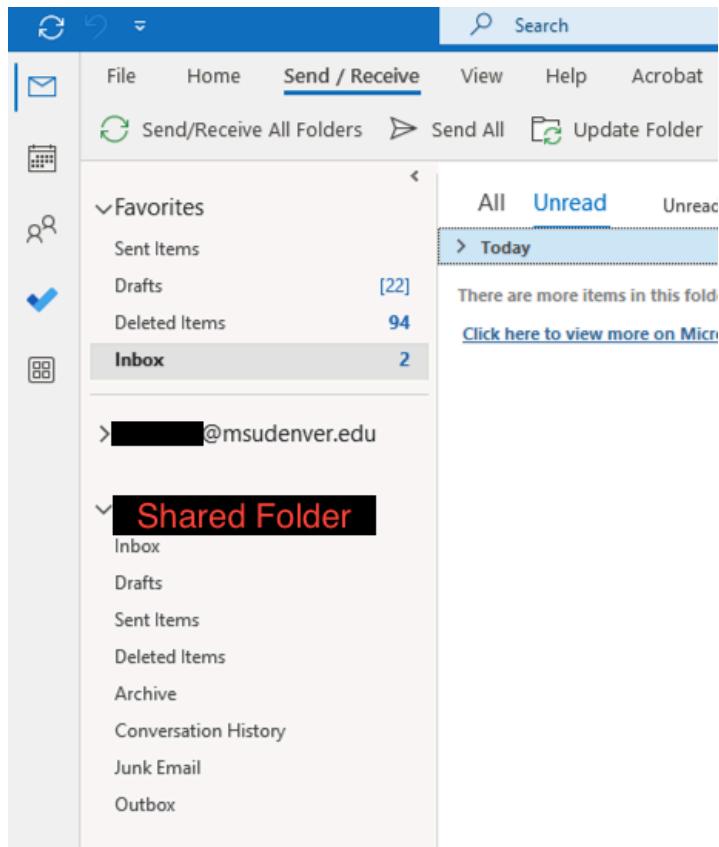
3. In the **Add shared folder** dialog box, type the name of the shared mailbox you are a member of, and then click **Add**.



## Outlook Desktop Application (Windows)

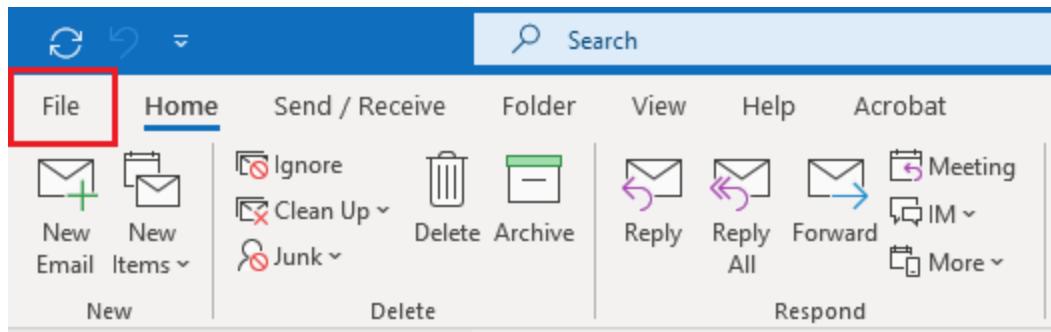
After you've been added as a member of a shared mailbox, close and then restart Outlook.

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....**

# Account Information

 [REDACTED]@msudenver.edu  
Microsoft Exchange

[+ Add Account](#)

 Account Settings ▾

 [Account Settings...](#)  
Add and remove accounts or change existing connection settings.

 [Account Name and Sync Settings](#)  
Update basic account settings such as account name and folder sync settings.

 [Delegate Access](#)

**Account Settings**  
Change settings for this account or set up more connections.  
■ Access this account on the web.  
[m/owa/msudenver.ec... or Android.](#)

**Out of Office**  
Others that you are out of the office can send messages.

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

Account Settings X

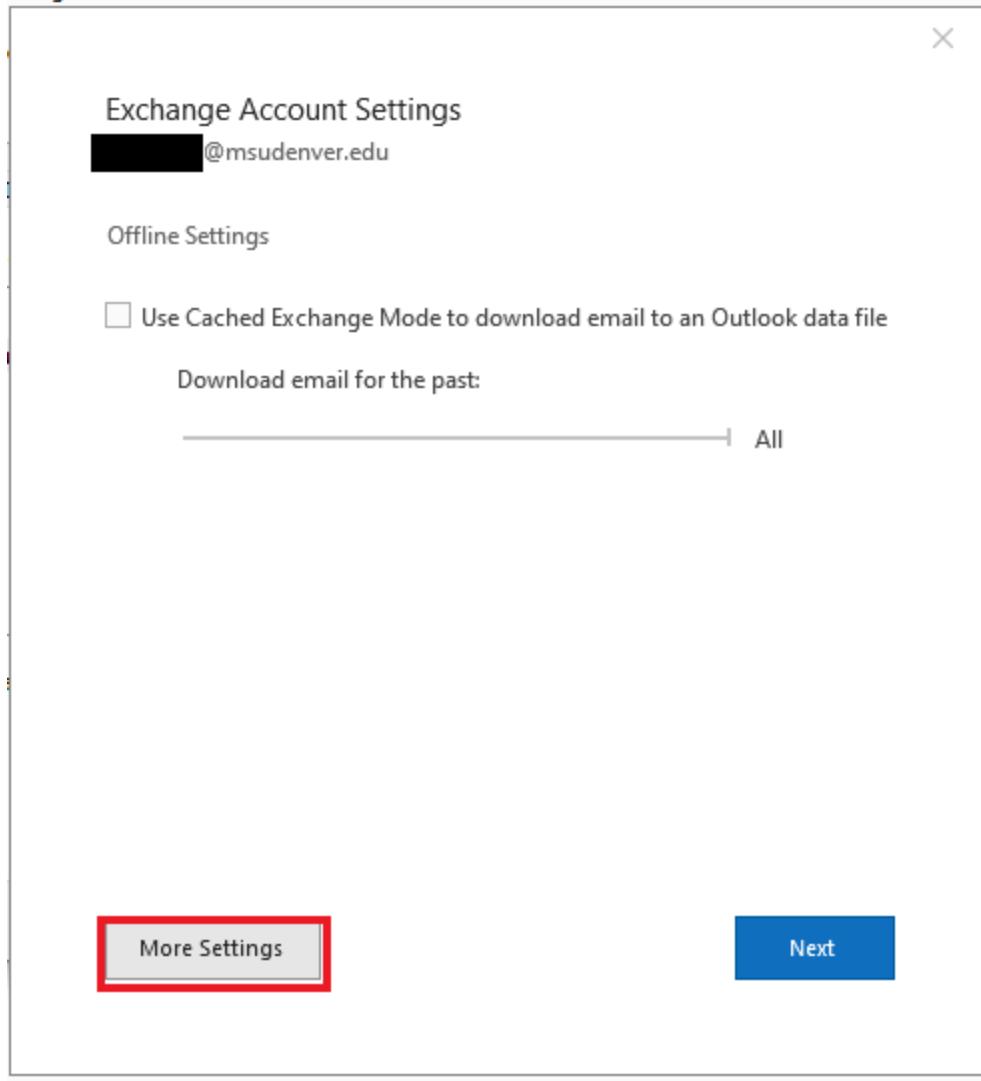
**Email Accounts**  
You can add or remove an account. You can select an account and change its settings.

[Email](#) [Data Files](#) [RSS Feeds](#) [SharePoint Lists](#) [Internet Calendars](#) [Published Calendars](#) [Address Books](#)

 [New...](#)  [Repair...](#)  [Change...](#)  [Set as Default](#)  [Remove](#)  

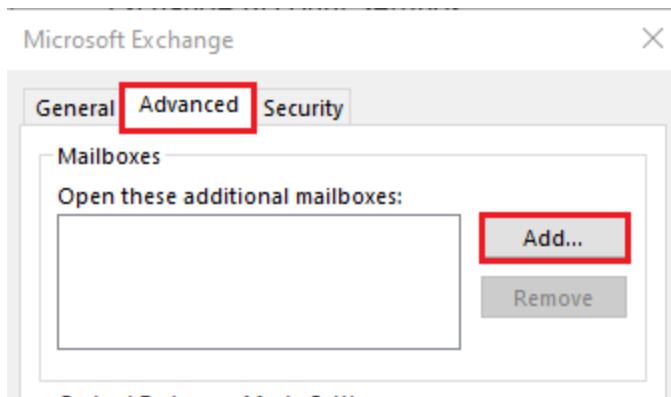
Name	Type
 [REDACTED]@msudenver.edu	Microsoft Exchange (send from this account by def...)

5. **Click More Settings.**



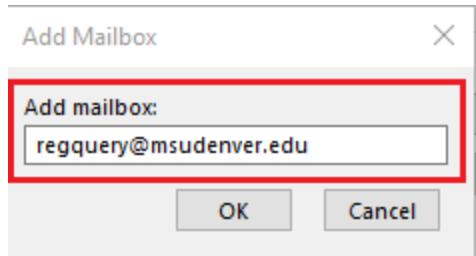
6. In the window that opens, **click** the *Advanced* tab

7. **Click Add...**



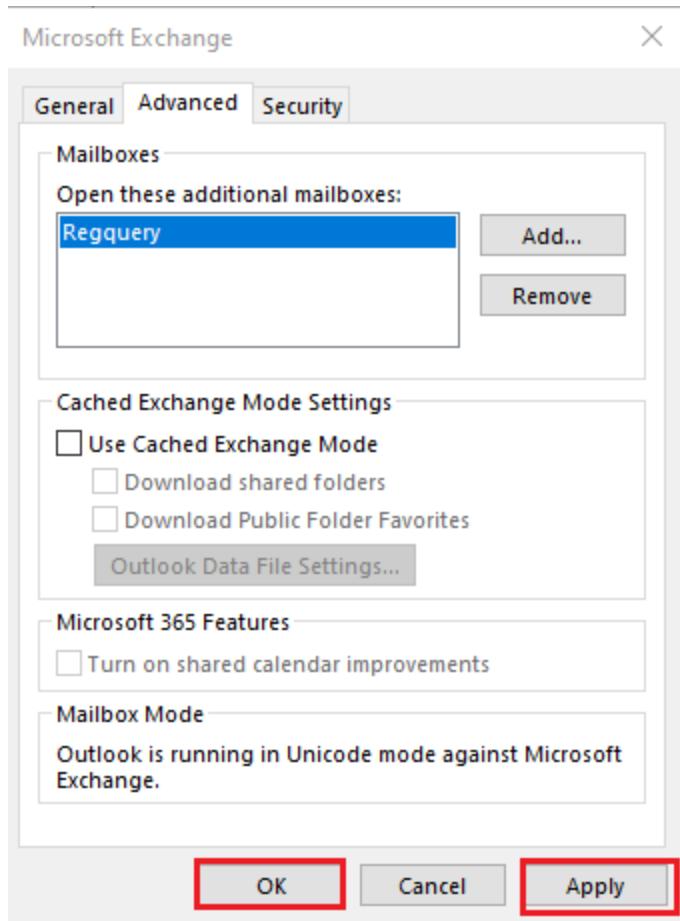
8. **Type** the email address of the email box you want to open in the *Add mailbox* field.

9. **Click OK.**



10. Click **Apply**.

11. Click **OK**.

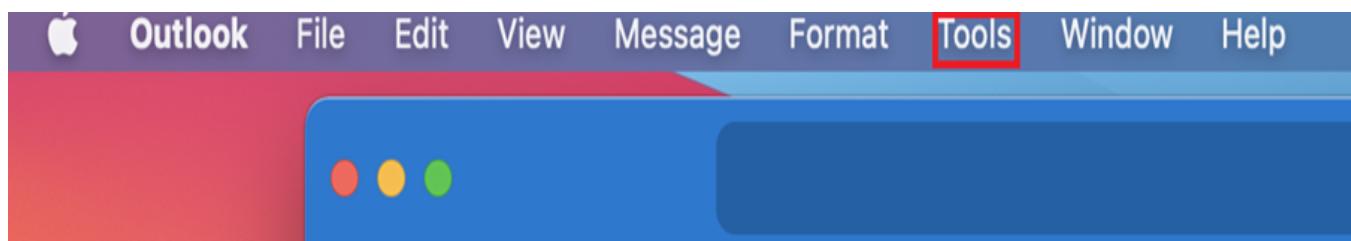


12. Restart Outlook.

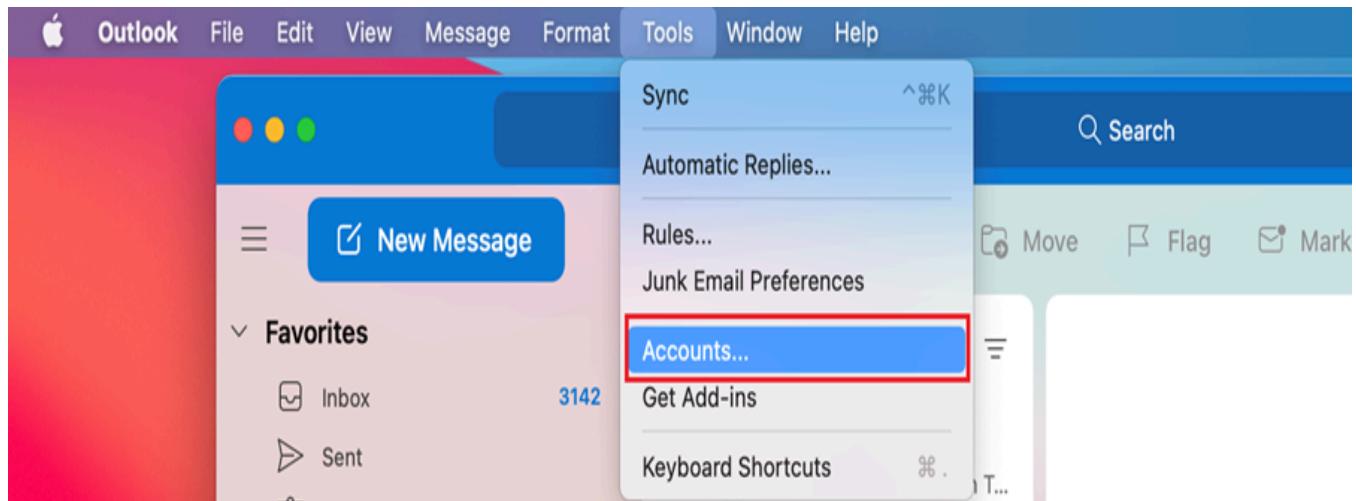
## Outlook Desktop Application (Mac OS)

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.



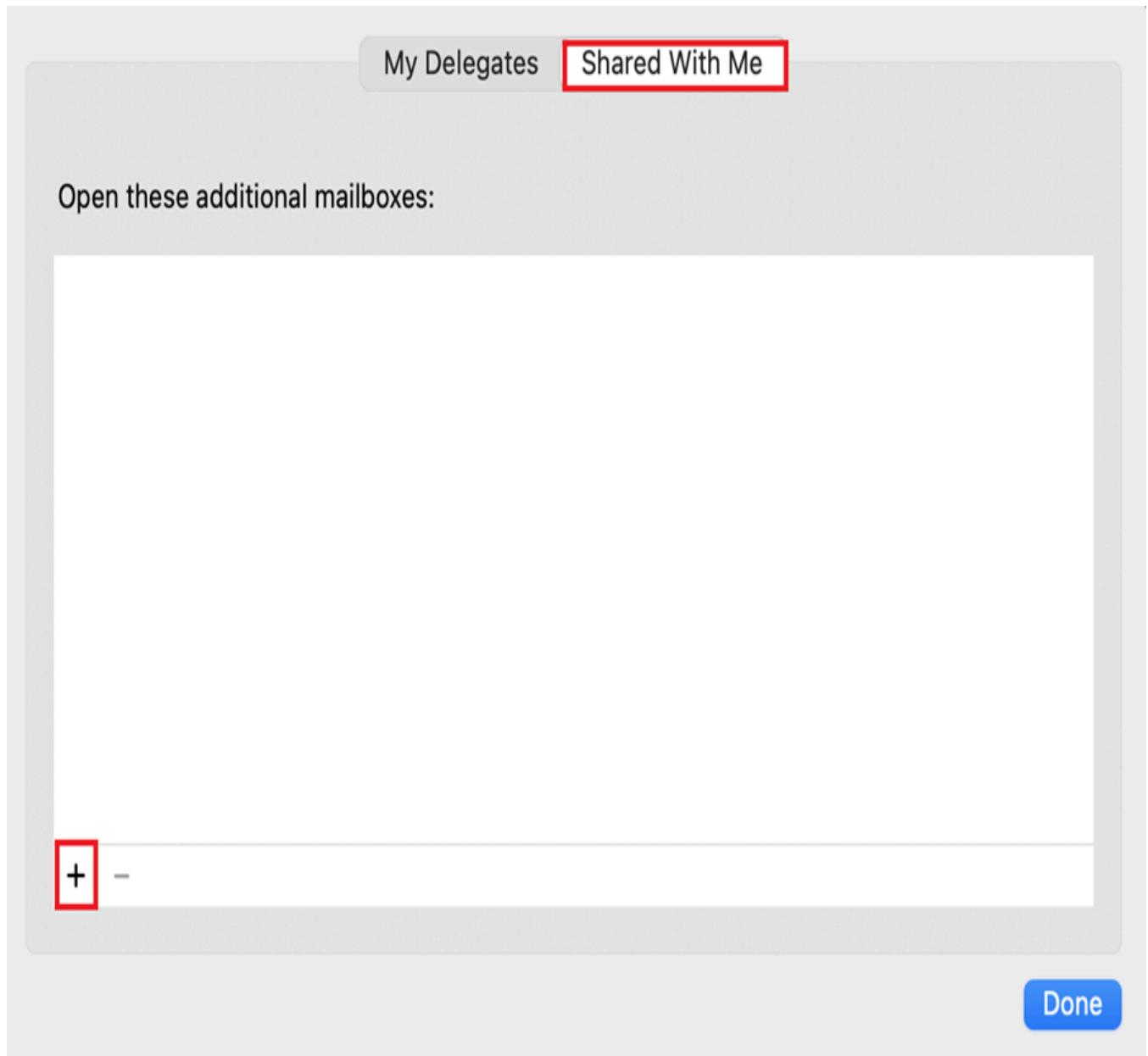
3. In the **Tools** drop down menu, click **Accounts...**



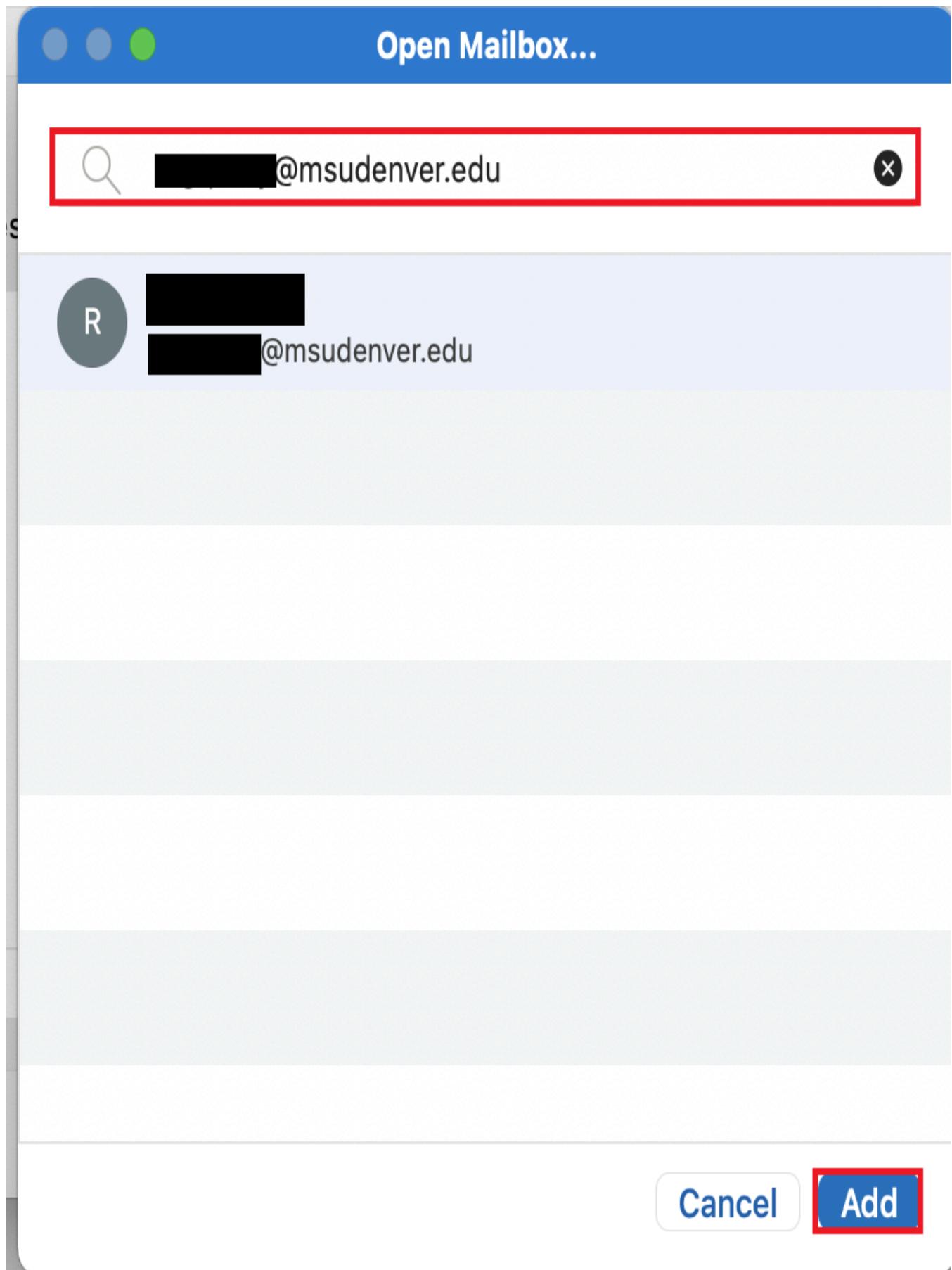
4. In the **Accounts...** tab, click **Delegation and Sharing**.

The screenshot shows the 'Accounts' page in Microsoft Teams. At the top, there are three colored dots (red, yellow, green) followed by the word 'Accounts'. To the right are buttons for 'Show All' and a search bar with a magnifying glass icon labeled 'Search'. On the left, a sidebar titled 'Default Account' lists two accounts: one with a green dot and the email '@msude...', and another with a black dot and the email '@msudenver.edu'. The main content area displays an account from 'Office 365' with the email '@msudenver.edu'. It includes an orange and red logo, the account name, and the text 'Office 365'. Below this, the 'Account description' is listed as '@msudenver.edu'. A section titled 'Personal information' contains fields for 'Full name' (redacted) and 'E-mail address' (@msudenver.edu), with the note 'Microsoft sync technology' below it. At the bottom, there are three tabs: 'Delegation and Sharing' (which is highlighted with a red border), 'Security', and 'Directory Service'.

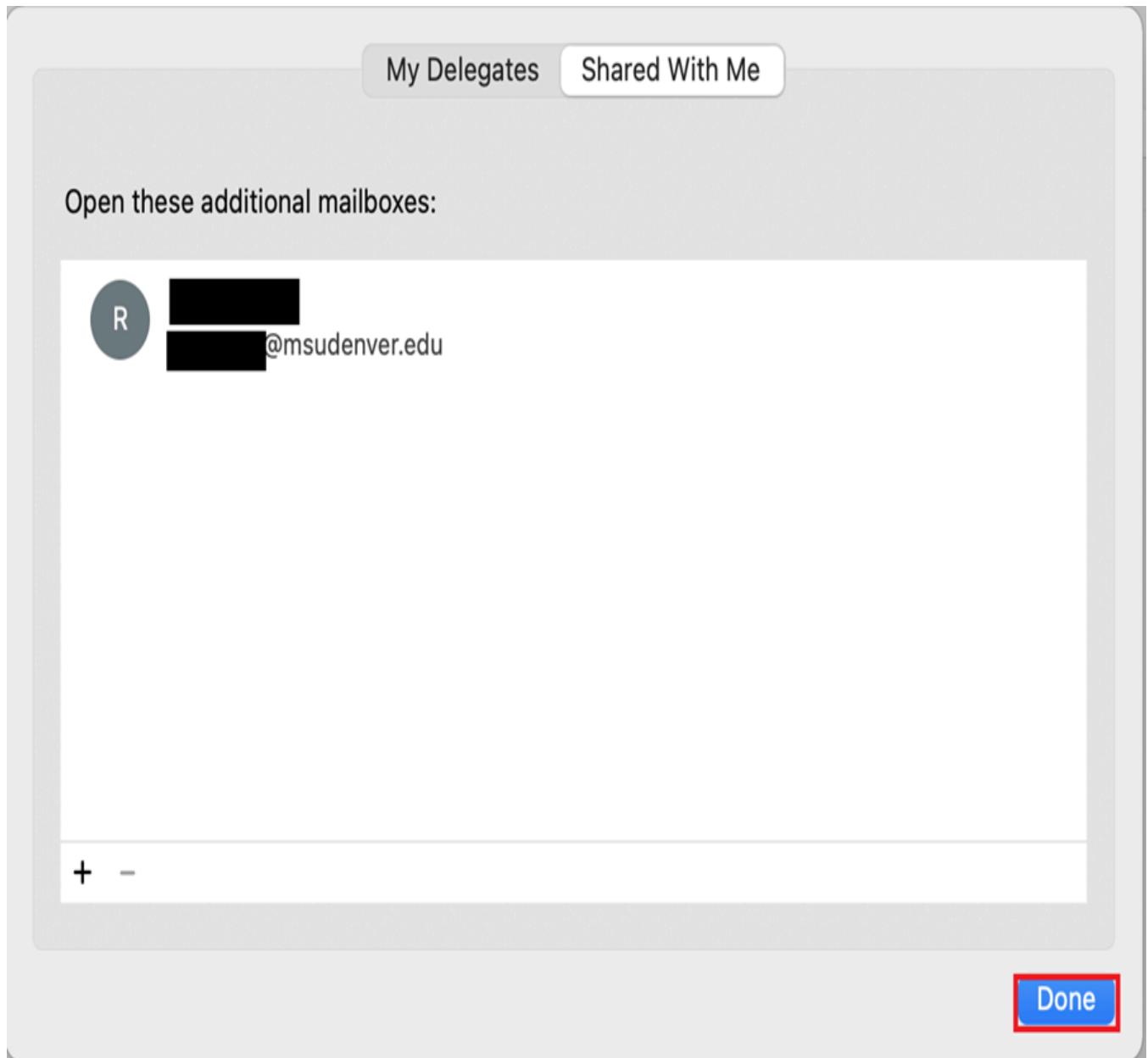
5. In the *Delegation and Sharing* tab, click *Shared With Me*.
6. Click the plus sign.



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

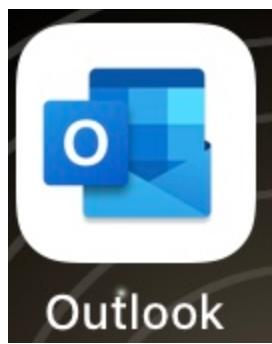


9. Click Done.



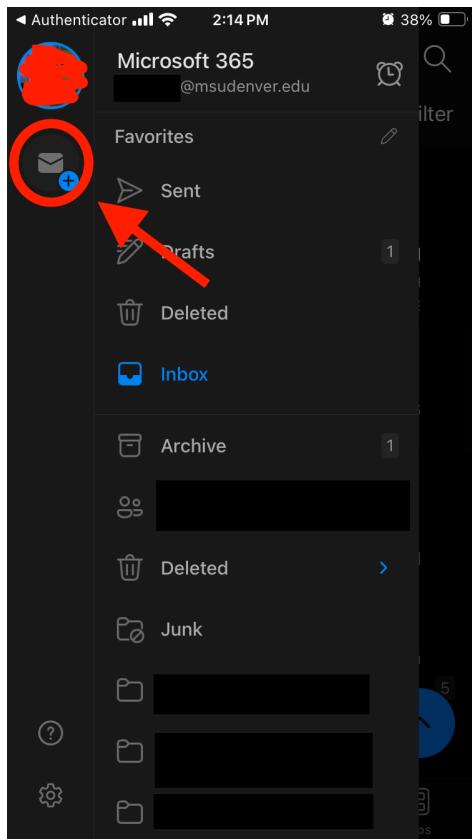
## Outlook Mobile App (iOS and Android)

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

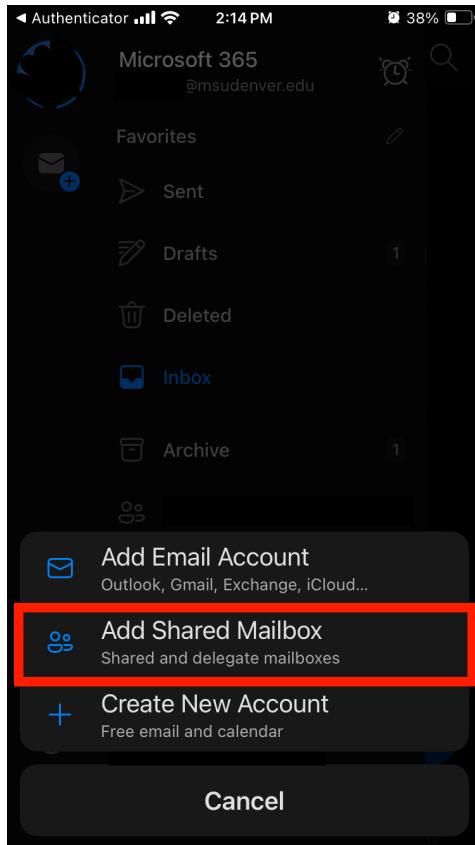


2. Sign into your primary MSU Denver email account.

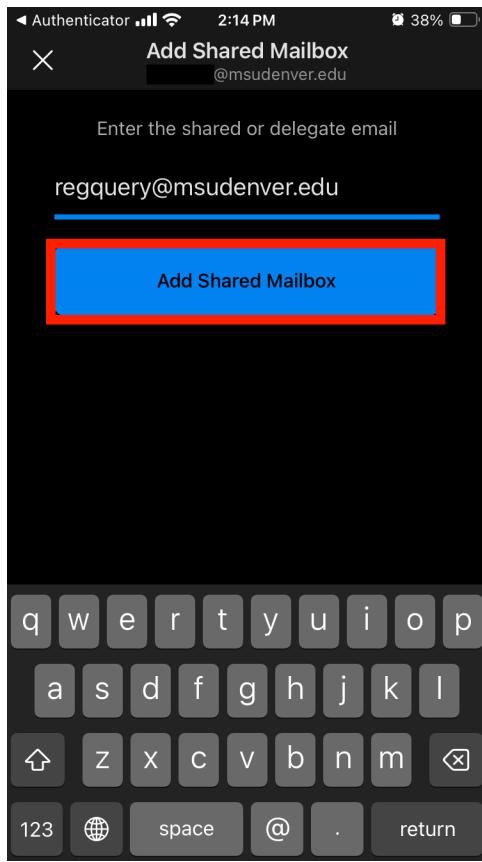
The screenshot shows a mobile login interface. At the top, there's a blue header bar with 'Outlook' and battery status. Below it is the university logo and a placeholder email address. The main area has a light gray background. It features a 'Password' input field with a placeholder 'Password'. To its right is a blue 'Sign in' button. Below these are three informational links: 'First time logging in?' with a link to a My First Login page; 'Forgot your password?' with a link to a password reset page; and 'Need help with Multifactor Authentication?' with a link to MFA Support. The bottom of the screen shows a dark navigation bar with icons for Mail, Calendar, Feed, and Apps, and a 'New Mail' button.



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.

[Sign in to leave feedback](#)

0 reviews



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## Attachments (0)

No attachments found.

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