



Using a Shared Mailbox

A shared mailbox allows individuals to send and receive emails from a single address that is not associated with their University email account. These mailboxes are ideal for campus departments, offices or organizations.

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Request a shared mailbox

You can request a shared mailbox by sending an email to help@duq.edu with the following information:

- **Mailbox address:** The part that goes in front of “@duq.edu.”
- **Mailbox name:** What people will see if they look up your shared mailbox in Outlook.
- **Owner(s) of the shared mailbox:** The University email addresses of each person who will manage the shared mailbox.
- **Users:** The University email addresses of everyone who needs access to the shared mailbox and what [permissions](#) each person will need.
- **Mailbox duration:** Indicate whether the mailbox is permanent or temporary. If temporary, please include the date the mailbox is needed until.

Shared mailbox permissions

The owner of shared mailbox can request mailbox access for other employees either during their initial mailbox request or by sending an email to help@duq.edu. In this email, please include each employee’s name and the level of permissions they will need.

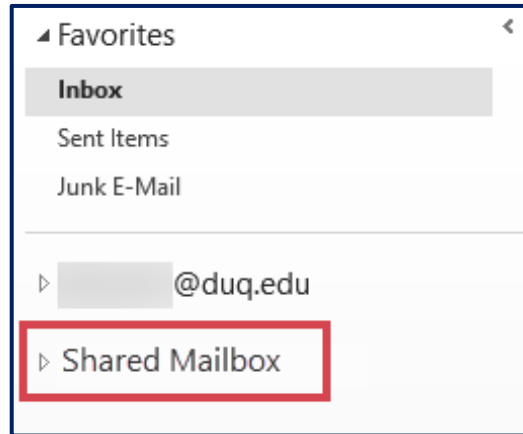
Below are the mailbox permissions levels that can be assigned to an employee.

Permission level	Mailbox owner	Open a shared mailbox	Send emails on behalf of a mailbox	View/delete emails	View/manage calendar appointments
Full Access	✓	✓		✓	✓
Send As		✓	✓	✓	✓
No Send		✓		✓	✓

Note: Full access does NOT allow an individual to send emails on behalf of a shared mailbox. If you are the mailbox owner and need to send emails on behalf of the mailbox, please request both **Full Access** and **Send As** permissions for yourself.

Set up a shared mailbox in Outlook

Shared mailboxes are connected to their owner's email address. When you open Outlook, the shared mailbox will automatically appear alongside your University email account.



For the best experience in Outlook, we recommend turning off Cached Exchange mode, automatic archiving and junk mail filtering. This helps ensure new and existing messages in your shared mailbox are filtered properly.

Turn off Cached Exchange mode

1. In Outlook, click **File**.
2. Click **Account Settings** and then select **Account Settings** from the menu.
3. Select the share mailbox and click **Change**.
4. Uncheck **Use Cached Exchange Mode**.
5. Click **Next**.
6. Click **OK** on the pop-up warning.
7. Click **Finish** and then close Outlook.

Note: If you do not have internet access and need to access your shared mailbox, turn on Cached Exchange mode.

Turn off auto archiving

1. In Outlook, click **File**.
2. Click **Options**.
3. In the Outlook Options window, click **Advanced**.
4. Click **AutoArchive Settings**.
5. Uncheck **Run AutoArchive**.

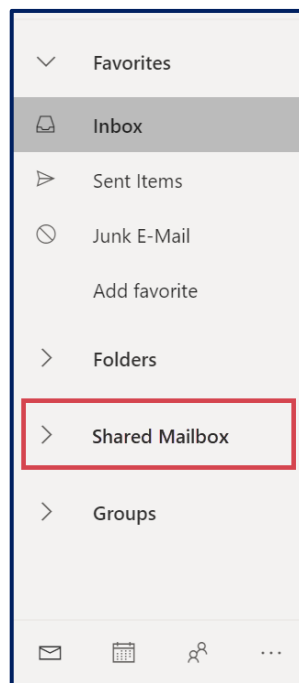
Turn off junk mail filtering

1. Open your shared mailbox's inbox.
2. Click the **Home tab** along the top of Outlook.
3. Click **Junk** and then select **Junk Email Options**.
4. On the options tab, enable **No Automatic Filtering**.
5. Click **OK**.

Set up a shared mailbox in Outlook Web App (OWA)

You can add a shared mailbox in OWA as a shared folder. Once added, the mailbox will appear in the navigation pane on the left side of OWA.

1. Sign into your University email at duq.edu/mail.
2. Right-click **Folders** in the navigation pane on the left and select **Add shared folder**.
3. Type the name or email address of the shared mailbox and then click **Add**.



Send email from a shared mailbox

When composing a new message in Outlook or OWA, individuals with Send As permissions can choose to send the email from their University email account on behalf of a shared mailbox.

1. Compose a new email message in Outlook or OWA.
2. Click **From** and then select **Other Email Address...**
3. Enter the shared mailbox address in the **From** field and then click **OK**.

You will now have the option to send from your shared mailbox address on any future emails.

FAQ

How do I request a shared mailbox

Review the [Request a Shared Mailbox](#) section of this document.

What is the storage limit for a shared mailbox?

A shared mailbox has a storage limit of 50 gigabytes (GB).

Can I send encrypted emails from a shared mailbox?

No, shared mailboxes do not support encryption.

How can I transfer ownership of a shared mailbox?

Please send an email to help@duq.edu that includes the shared mailbox address and the new owner's name and email address.