GSD. Outlook - Add Another Person's Mailbox in Folders List in Outlook Web Access

General Information:

Possible symptoms/errors:

User wants to know how to Add Another Person's Mailbox in Folders List in Outlook Web Access

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

User can access another person's mailbox if they have been granted the appropriate permissions.

For example, a manager needs an assistant to monitor email on his or her behalf. In this scenario, an assistant that has been granted the appropriate permissions to a manager's mailbox can view the manager's mailbox. Manager can also restrict the access to only specific folder. In this case, an assistant can view only the contents of that particular folder of the manager's mailbox.

To see Inbox or specific folder of another person, their mailbox needs to be added from user's Outlook account. This article will describe how to add the mailbox in the folder list in Outlook Web Access.

Details:

Advise user to go to Office Portal Online and to click the Outlook icon.

In the Mail window, on the left pane advise user to right-click on Folders and to select Add shared folder.

In the Add shared folder window, user must enter the name or email address of the person that they would like to add.

Once the mailbox is selected, inform user to click on Add.

The person's mailbox should now be added in user's folder lists.

NOTE: User will only see specific folders for which they have been granted access with.

In case user decides that they do not want to see the other person's mailbox, they must right-click the folder and choose Remove shared folder.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Office Portal Online:https://portal.office.com/