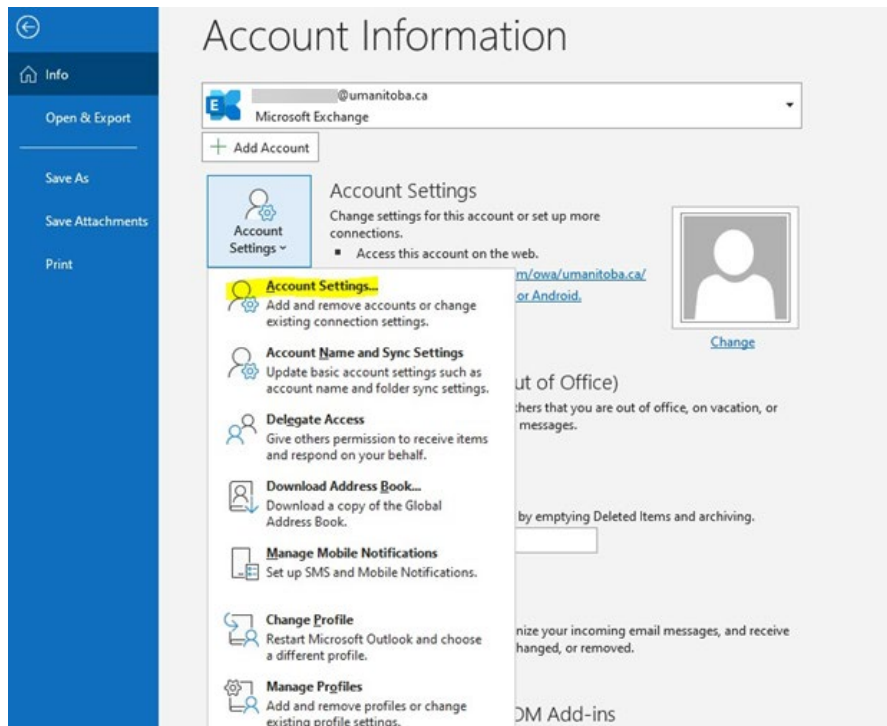


How to add a shared mailbox in Outlook - Windows

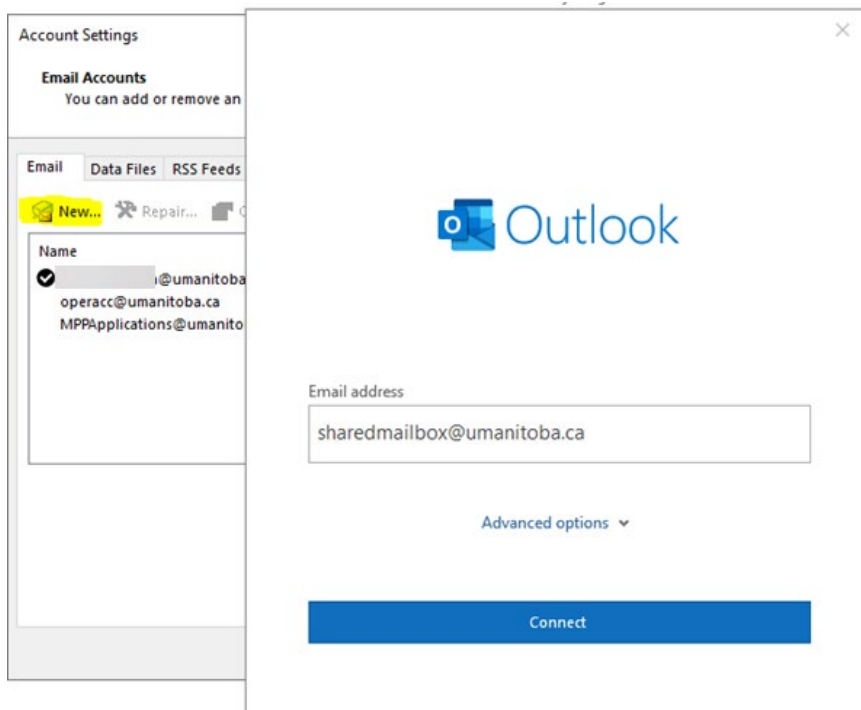
Add a shared mailbox in Outlook on a Windows computer using the steps below.

1. In Outlook, select **File > Account Settings > Account Settings...**

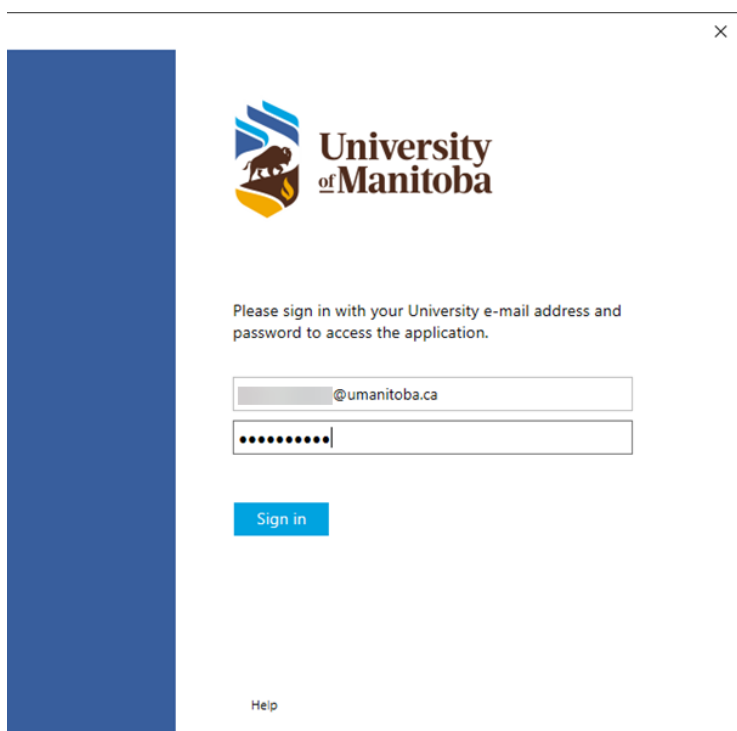


2. Select **New...** and enter the shared mailbox email address you want to add to Outlook, then select **Connect**. Outlook will ask you to sign in.

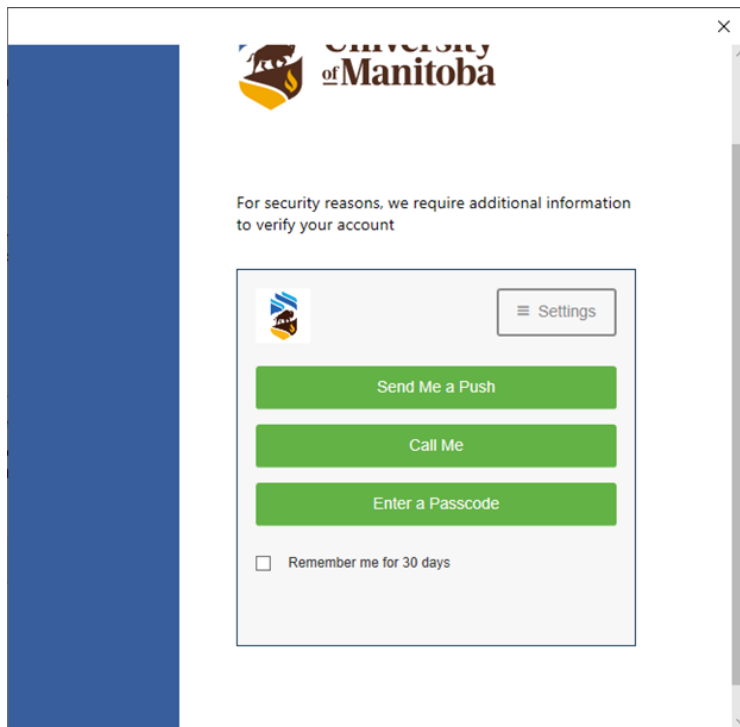




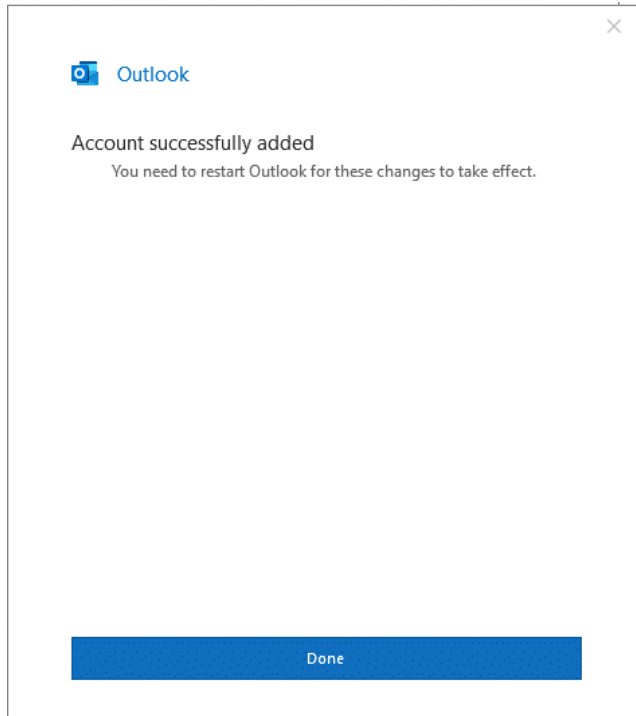
3. You will need to sign in using your personal UM email address and password, NOT the shared mailbox email address. Change the email address to your personal email address, enter your password, and then click **Sign in**.



4. You will be prompted with Duo multi-factor authentication (MFA) options. Select your preferred authentication method and complete the verification.



5. Once the account has been successfully added, select **Done**.



6. You can now close the Account Settings window by selecting **Close**.

7. To complete the setup, please **close and then restart Outlook**.
8. The shared mailbox should now appear in your Folder pane in Outlook.

