Accessing Other Mailboxes in Outlook

If you are responsible for managing someone else's email or calendar, whether it be your boss or a generic account such as info@uco.edu, here are the steps you will need to take in Outlook in order to access this mailbox from your own profile.

**NOTE:** You must have already been granted access to the mailbox before you can access the account. Further, if you had the access in Lotus Notes, the access will need to be granted again in Outlook.

**Configuring Outlook**

With Microsoft Outlook running, click **Tools** from the top-most menu bar.

Click **Account Settings**....

A list of all the accounts your Outlook client knows about will appear. If there is more than one option available, make sure "Microsoft Exchange" is selected (as shown).

Click the **Change**... button.
The screen that will appear will be a summary of the basic information regarding your Microsoft Exchange account.

Click More Settings... to continue adding access to another account.

In the dialog that appears, click on the Advanced tab.

In the Mailboxes section (at the top of the Advanced tab), click the Add... button.

An "Add Mailbox" prompt will pop up, type in the name of the account you wish to access. This can be the full name of the person, or it can just be the username you wish to add.

Click OK. If you have entered a name that is valid, you will see an entry for it now in your Mailboxes section of that Advanced tab.

Click Apply, then click OK. Note: You MAY be asked to restart your Outlook client for this change to take effect.
The next few steps simply involve closing out of all the dialogs.

You may click Next, then Finish or just Cancel out of the "Change E-mail Account" dialog.

Click Close on the "Account Settings" window.

You will find the mailbox you added now listed in your Folders List on the left-hand side of your Outlook client as shown, with a title of Mailbox - Account Name. Simply click the (+) sign next to the mailbox to expand it and use it!