## Accessing Shared Mailbox in Outlook 2013



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Method 1: Accessing a Shared Mailbox Using Outlook 2013 (Same Profile)

\*This method will allow you to open Both the HISD user e-mail AND the shared mail box. Using this method will allow you to open outlook once, however, sending e-mails will default from the User's account and NOT the Shared e-mail (unless the user changes the "From" field).

1. Open Outlook 2010 and select the file tab in the navigation ribbon.



3. Select your E-mail account and click the "Change" Button

Account	Settings				<b>—</b>		
E-mai Yo	E-mail Accounts You can add or remove an account. You can select an account and change its settings.						
E-mail	Data Files	SharePoint Lists	Internet Calendars	Published Calendars	Address Books		
Sig Ne	😭 New 🔆 Repai 🔐 🚰 Change 🛇 Set as Default 🗙 Remove 🔹 🗣						
Name	Name Type						
TEI 🚫	TEDGERLY@houstonisd.org Microsoft Exchange (send from this account by def						
LIV	e Meeting Ira	ansport	MA	API			

4. Click the "More Settings" Button in the lower right corner

Change Account	Image: State Sta
Server Settings Enter the Microsoft Exchange Serv	ver settings for your account.
Server Settings	
Server:	HMWEXMB06.AD.HISD.ORG
User Name:	TEDGERLY@houstonisd.org Check Name
Offline Settings	
🔲 Use Cached Exchange Mode	
Mail to keep offline:	ца , , , , , , , , , , , , , , , , , , ,
	More Settings)
	< Back Next > Cancel

5. Select the "advanced " tab at the top and click the "add" button

Microsoft Exchange	×			
General Advanced Security C	onnection			
Mailboxes Open these additional mailboxes:				
	Add			
	Remove			
Cachad Evolution Made Catting				

6. Enter the name of the mailbox and select "OK"

Add Mailbox	<b>—</b>
Add mailbox: HISD Helpdesk	
ОК	Cancel

7. If the mailbox does not automatically fill in, select from the list and select "OK", "OK", "Finish"

Check Name	
More than one potential match has been found for: Change to	HISD Helpdesk
ASAPsupport HISD Helpdesk	Properties
PSC Support	
$\sim$	OK Cancel

8. Select "OK" and "Finish"

Change Account	×
You're all set!	
We have all the information we need to set up your account.	
< Back	

9. Restart outlook (close and reopen application. The new mail box should be in the navigation page.

	-	
TEDGERLY@houstonisd.org		IT Service Ticket: 329
Inbox 1		When replying, type
Account Login		HISD News
KB Articles		HISD eNews: People
Proxy		Crew erases arson d
Drafts [5]		Network Opera
Sent Items		INSIGHT Report 11/1
Deleted Items 48		Status
D Apple		▲ Yesterday
▷ Board		Paxton Louis D
Conversation History		RE: TEST DP
Images		The dp is up. The co
Instructions		Machicek, E J
IT Equiptment		RE: IPads and Tech (
Junk E-Mail		I will get with Nick t
Loaner Computers		Esterheld, Micha
New Hire documents		FW: Age of my comp
Outbox		TJ, Just following u
Power UP		Arnillas, Liliana
Quotes		RE: New Instruction
RSS Feeds		Inanks IJ::
Shard drives/servers		Reynolds, Curtis
Sharepoint		RE: Broken Ipad Scr
▷ software		manks 13. rou may v
Special Projects		Benefits Outloo
Vendor		Reminder! Annual E
Vīrus Removal		in senario sengo
Search Folders		Nick Bain
		Hello sir. We are cu
▷ 2012- E-mails		
		Reynolds, Curtis
▷ 2013- E-mails		To Whom in may co
		Not set On set
P archive		INETWORK Opera INSIGHT Report 11/1
h Dun in sta		Status
V Projects		Network Opera
		INSIGHT Report 11/1
P HISD Helpdes		Status
N ShareBoint Lists	Ŧ	Aghazue Chuk
Mail Calondar	Do	oplo Tacks
Mail Calendar	PE	opie rasks

\*\*\*Note: you must have permission to access the shared mailbox; otherwise you will get a folder error.\*\*\*