

Using Office365 shared mailboxes

Introduction

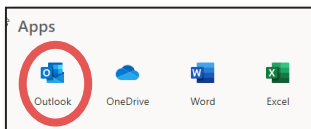
Shared mailboxes in Office 365 behave slightly differently to previous versions. Here are some key points.

Shared mailboxes are attached to user mailboxes and will appear automatically when the user sets up Outlook on their desktop. If the shared boxes do not appear, try **restarting your computer**. If it still doesn't appear, contact ILE@yorks.ac.uk

Opening a shared mailbox in Web Outlook

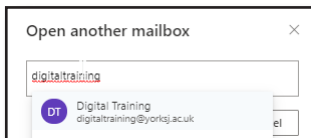
Some options with shared mailboxes need to be addressed using web Outlook

Log in to Office 365 using the blue flag on YSJ computers
or via portal.office.com

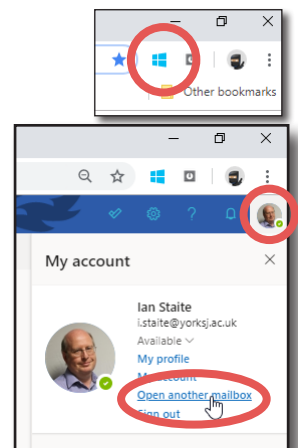


Go to web Outlook

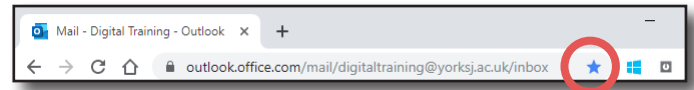
Click on your account settings in the top right corner and then on **Open another mailbox**



Search for your shared mailbox and click **open**



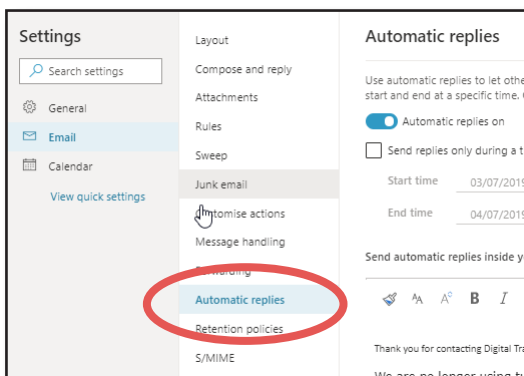
This page can be bookmarked to enable quicker access.



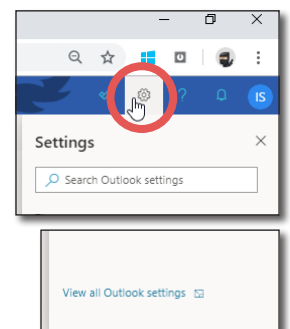
Setting an Out of Office

For shared mailboxes this can only be done in web Outlook.
Open the shared mailbox as above.

Click on the settings **cog** at the top right and then on **View all Outlook settings** at the bottom of the panel.

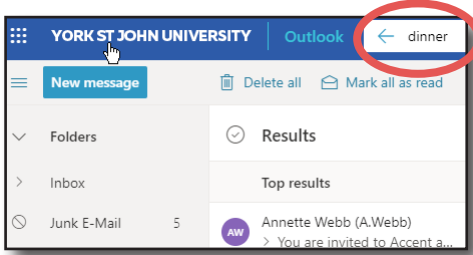
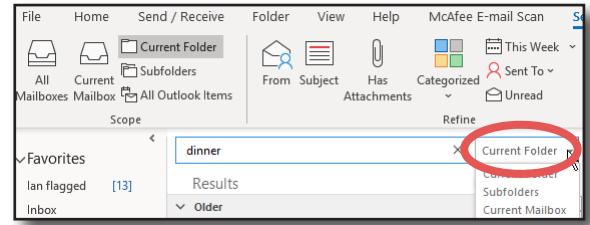


Use the **Automatic replies** settings to change the message. This will apply to any messages sent to the shared mailbox.

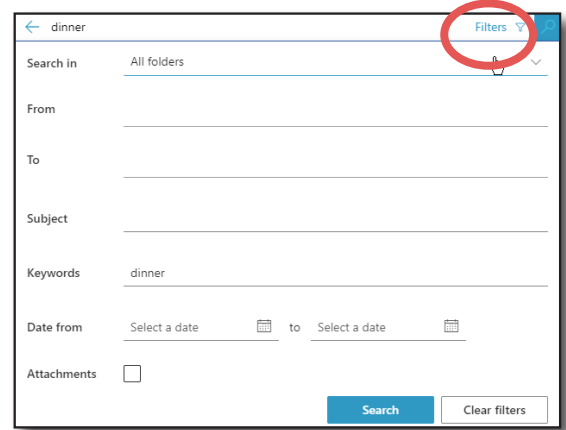


Searching shared mailboxes

Shared mailboxes are not included in searches set to **All Mailboxes** in desktop Outlook. It is possible to select one folder e.g. digital training Inbox and search **Current Folder** but this would not search other areas such as sent items.



To search across all areas of a shared mailbox, web Outlook is the best way. Open the shared mailbox in Web Outlook as described above. Use the search box to search across all emails in the shared mailbox.



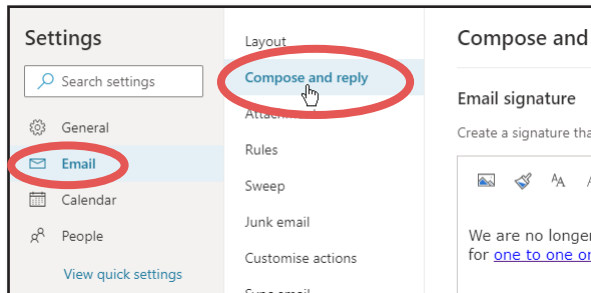
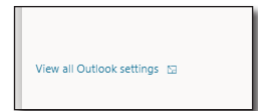
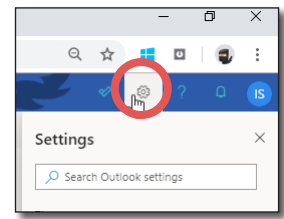
Use the **filters** to limit the search

Email signatures

Email signatures are stored on each installation of Desktop Outlook and are common to personal emails and ones from the shared email address.

When sending from webmail, signatures are set from settings. Open the shared mailbox as above.

Click on the settings **cog** at the top right and then on **View all Outlook settings** at the bottom of the panel

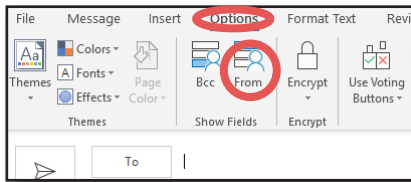
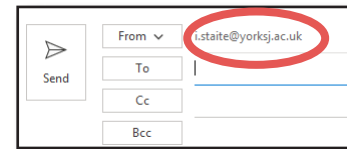


Signatures are set in the **email** settings in the **Compose and reply** section

Sending emails from shared mailboxes

Replying to emails will set the **From address** to the shared email address

For New emails, the **From** address will be set to your personal email account even if you were last clicked in the shared mailbox.

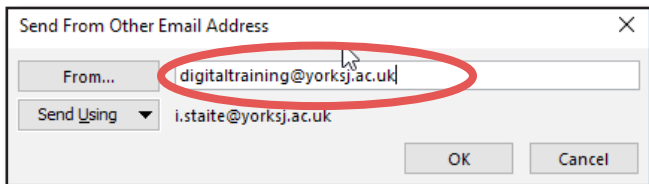
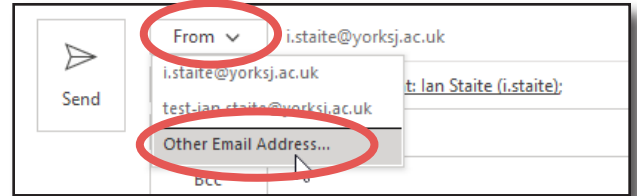


If the **From** field is not shown then open a **New email**, click on **Options** and **From**. This will be remembered for subsequent emails.

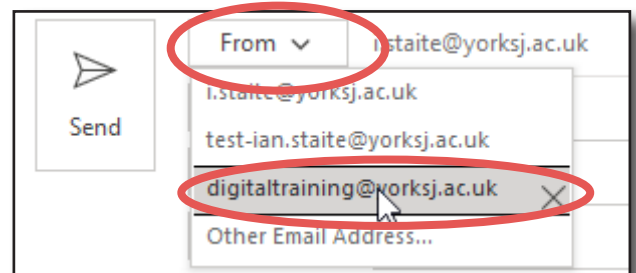
You will need to change the From address to the shared email account.

The first time you do this, you will have to manually add the shared email address to the list.

Click on the **From dropdown** and select **Other Email Address**



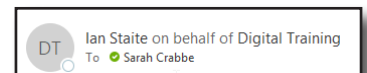
Type the **full email address** of the shared box



The additional email address will have to be **selected** from the list for **each new email**.

Sent Emails

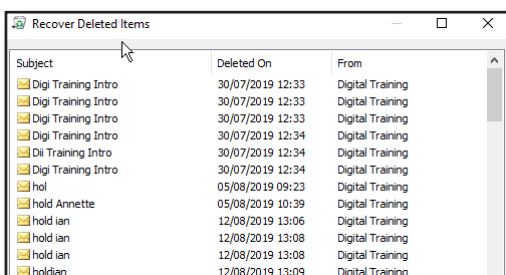
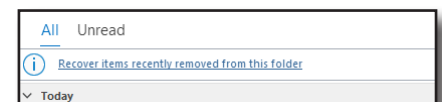
Emails sent from shared email addresses will appear in the sent items box for both the shared email address and the sent items for your personal email address.



Deleting items from shared mailboxes

Items deleted from shared mailboxes will now show in the deleted items of the person who deleted them. Other members of the team won't be able to see them but anyone with access can restore them.

They can be recovered to the deleted items of the shared mailbox by going into the **deleted items** folder and click **Recover items recently deleted from this folder**



Select items and **Restore selected items** and **OK**