How to add a shared mailbox in Outlook 365
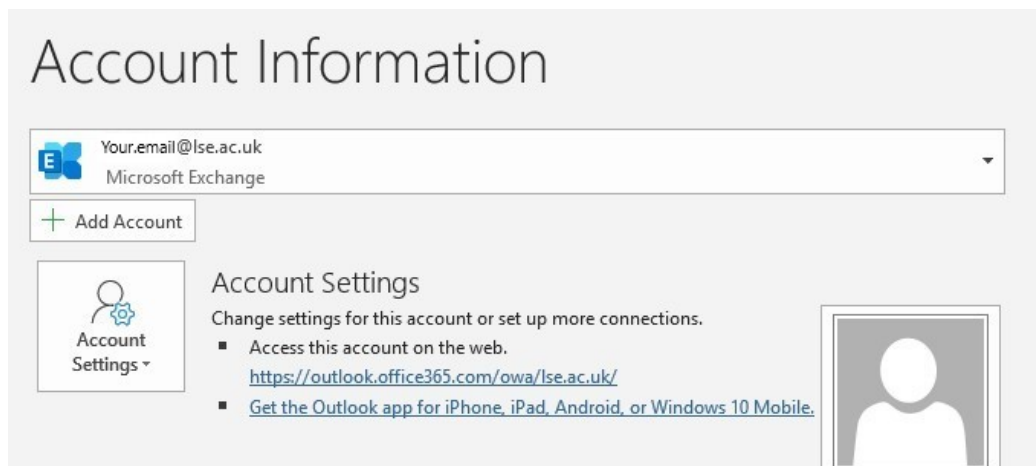
1. Press '*File*' then '*Add Account*'

2. Enter the email address of the shared mailbox, for example: lse.sharedmailbox@lse.ac.uk and then click '*Connect*'

3. Do not try and enter the password for the shared mailbox – Click '*Sign in with another account*'

Enter password

Enter the password for lse.sharedmailbox@lse.ac.uk

Password

Forgotten my password

Sign in with another account

Privacy statement

Sign in

4. In the '*Work or school account*' box delete the shared mailbox email address and enter your personal address then click '*Next*'

Let's get you signed in

Work or school account

Your.email@lse.ac.uk

Which account should I use?

Sign in with the username and password that you use with Office 365 or other business services from Microsoft.

Privacy statement

Next   Back

5. Enter your accounts password and click '*Sign In*'

Enter password

Enter the password for Your.email@lse.ac.uk

Password

Forgotten my password

Privacy statement

Sign in   Back

6. You will be, once again, prompted for the password for the shared mailbox do not try and enter it, instead click '*Sign in with another account*' again. Once you have your name should appear in the list

Enter password

Enter the password for lse.sharedmailbox@lse.ac.uk

Password

Forgotten my password

Sign in with another account
Privacy statement

Sign in

7. Click '*Done*', then fully close down Outlook and restart it

Let's get you signed in

Your Name
your.Name@lse.ac.uk
Connected to Windows

Use another account

Privacy statement

Back

Let's get you signed in

Your Name
your.Name@lse.ac.uk
Connected to Windows