## HOW TO: CONNECT ADDITIONAL MAILBOX IN OUTLOOK

## 1. Open the "Outlook" application and click on FILE at the top of the Outlook 2013 window:



2.Click on Account Settings:

3.This will drop down a menu, click on Account Settings on this menu:

0	Helpdesk - Inbox - H	lelpdesk - Outlook	
¢		Account Information	
ŵ	Info Open & Export	Spiderman@jacksonville.edu `   Microsoft Exchange `	
	Save As Save as Adobe PDF Save Attacl ments	Account Settings Account Settings ~ Access this account on the web. Account Settings Account Settings Account Settings Account Settings	
	Print	Account Name and Sync Settings. Change   Account Name and Sync Settings Ipdate basic account settings such as account name and folder sync settings.   Delegate Access Give others permission to receive items and respond on your behalf.	
		Download Address Book Download a copy of the Global Address Book. to y emptying Deleted Items and archiving.   Change Profile Restart Microsoft Outlook and choose a different profile. different profile.	
		Manage Profiles Add and remove profiles or change existing profile settings.	

This will display a new window:

On this window, DOUBLE CLICK your email address...

Account Settings							
Email Accounts You can add or remove an account. You can select an account and change its settings.							
Email Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars	Address Books						
New X Repair Trange Set as Derault X Remove T							
Name Type							
Selected account delivers new messages to the following location:							
	Close						

...and the following window will appear:

When More Settings is clicked, you will see the following window:

On this window, Click MORE SETTINGS:

	× ,	
Exchange Account Settings Spiderman@jacksonville.edu	nd change its settings.	General Advanced Security
Offline Settings	rs Published Calendars Address Books	Mailbox: Spiderman@jacksonville.edu
🗹 Use Cached Exchange Mode to download email to an Outlook d	ata file move 👚 🖶	
Download email for the past:	Туре	
1 year	Microsoft Exchange (send from this account by default)	
More Settings	ok' Spiderman@jacksonville.edu∖edu.ost	OK Cancel Apply
	Close	

On this window, click on Advanced:

Microsoft Exchange	×
General Advanced Security Mailbox	
rgonzaio@ju.cuu	
OK Car	Apply

The window will display the following: On this window, click on ADD to add the mailbox:/

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(		
nd ch	Microsoft Exchange X	
	General Advanced Security	
rs P	Mailboxes	
move	Open these additional mailboxes:	
move	Add	
	Cached Exchange Mode Settings	
	Download Public Folder Favorites	
	Outlook Data File Settings	
	Microsoft 365 Features	
	Turn on shared calendar improvements	
	Mailbox Mode	
ok\tg	Outlook is running in Unicode mode against Microsoft	
	Exchange.	
	OK Cancel Apply Clos	e
		_



You will see the following window:

Type in the FULL email address of the mailbox you wish to access OR the name of the mailbox.

For example, if the mailbox is named JU Dolphins. You would enter in JU Dolphins. Or, if the email address is judolphins@ju.edu, you would enter in judolphins@ju.edu. The server will search the mailboxes and enter in the correct name OR give you a list of the ones that come close.

Once you have the name entered, just click OK/APPLY/NEXT on all of your windows to confirm the changes. Then close the remaining windows that are open until you are back to Outlook. The added mailbox should appear in the left hand pane of Outlook along with your mailbox. (You might have to scroll down to the bottom of the list)

Please Note: If you get an error stating the folder cannot be expanded when trying to access the added mailbox, please contact the IT Helpdesk at 7200. We can verify you do have the appropriate access to this mailbox.