

Microsoft Outlook 2016/19/21

To include the shared mailbox as a parallel mailbox, the following steps must be carried out by authorised persons under Microsoft Outlook 2016:

- Exit Outlook
- Control Panel / Mail (Microsoft Outlook 2016) (32-bit) / E-mail Accounts... / Card E-mail / New...
 - If the item „Mail (Microsoft Outlook 2016) (32-bit)“ is not visible, please change the item „Display“ in the top right of the „Control Panel“ window from „Category“ to „Large Icons“.
- In the „Add account“ window, enter data for the shared mailbox:
 - Your name: <do not enter anything, remains empty>.
 - Email address: Enter the email address of the shared mailbox
 - Password: <do not enter anything, leave blank>
 - Click on „Next
- Outlook may ask for access data. Please enter your personal access data here
 - cf: [Microsoft Outlook 2019 / 2016](#)
- Close all windows with „OK“, „Next“, „Finish“ and „Close“.
- Start Outlook

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