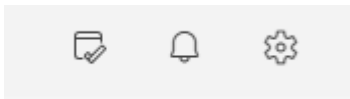


Add a shared mailbox in as a "full mailbox" (New Outlook)

If you have access to a shared mailbox but need it to behave as a full mailbox (e.g have access to it's settings, signatures etc...) you can do so in the *New Outlook Experience*.

Click the **settings cog**

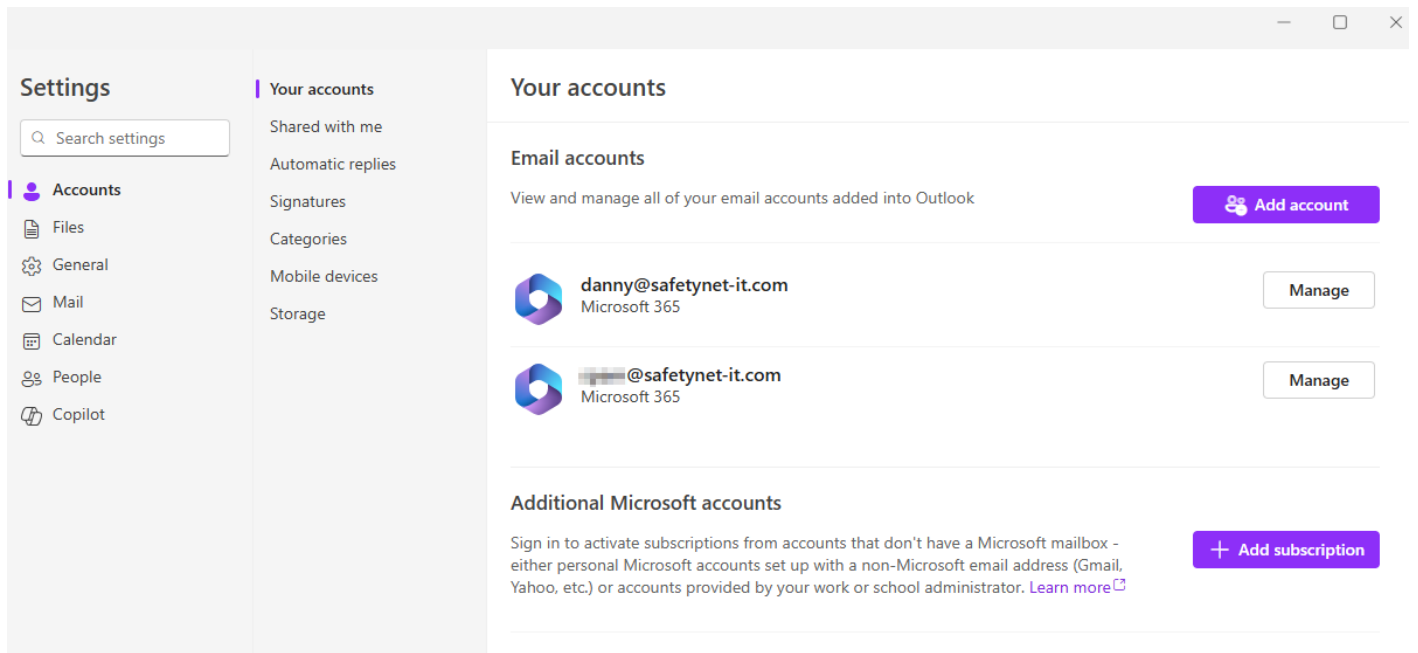


Then under **Accounts > Shared with me**

The screenshot displays the Outlook Settings interface. On the left, the 'Settings' sidebar is visible with a search bar and a list of categories: Accounts, Files, General, Mail, Calendar, People, and Copilot. The 'Accounts' category is selected, showing 'Your accounts' and 'Shared with me'. The 'Shared with me' section lists several shared mailboxes, each with a dropdown arrow. The 'support' mailbox is expanded to show details: 'Exchange permissions granted to danny@safetynet-it.com', a message 'This shared account was auto-added by your IT admin.', and permissions: 'Can send email as this account' and 'Can read and manage all folders'. A 'Convert' button is visible next to the 'support' mailbox. At the bottom right of the 'support' mailbox, there are options to 'Hide in folder list' and 'Remove'.

You can show/hide mailboxes here as well as choose **Convert** next to any mailbox to convert it to a full mailbox, with access to it's settings and signatures.

After a restart of Outlook you can see it now behaves as if added in via username/password.



Revision #1

Created 3 September 2025 08:15:15 by Daniel

Updated 3 September 2025 08:18:28 by Daniel