Email - Open a Shared Mailbox

Shared mailboxes are UT Microsoft 365 email accounts that can be accessed by multiple individuals. They are a good fit for role-based accounts to ensure continuity of information for the next individual in that role.

Webmail

Open the mailbox directly

The fastest way to access your shared mailbox is to navigate to it directly in a browser. Insert your shared mailbox address into the following URL formula:

- https://outlook.office.com/mail/ + role@ischool.utexas.edu

So, the URL for hr@ischool.utexas.edu would be https://outlook.office.com/mail/hr@ischool.utexas.edu.

Add the shared mailbox to the sidebar

If you normally access your individual iSchool email via webmail, you can add a shared mailbox to be viewed in the same window.

1. Open your email: https://outlook.office365.com/owa/utexas.edu
2. In the left nav bar, right click Folders, and select Add Shared Folder
3. In the pop up box, search for the name or email address of the shared mailbox, and click Add
4. The shared mailbox will appear beneath your folders in the left nav bar.

Additional details are available here: https://support.microsoft.com/en-us/office/open-and-use-a-shared-mailbox-in-outlook-on-the-web-98b5a90d-4e38-415d-a030-f09a4cd28207

Outlook Desktop App


MacOS: https://support.microsoft.com/en-us/office/open-a-shared-mail-calendar-or-people-folder-in-outlook-for-mac-6ec39c5-5577-4a1d-b18c-bbdc92972cb2

Tips

- Not everyone has access to shared UT mailboxes. If you think you should have access to a specific one, reach out to help@ischool.utexas.edu. The Commons Team can put you in touch with the current owners of that mailbox.