


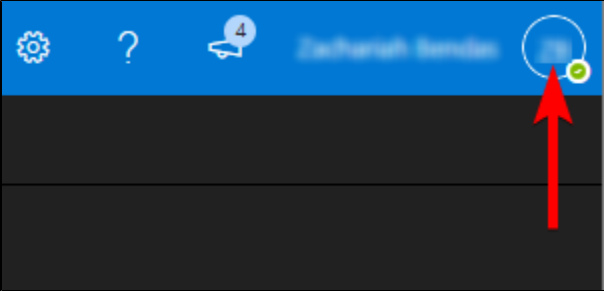
Access Shared Inbox via the Outlook Web App

Opening a Shared Inbox

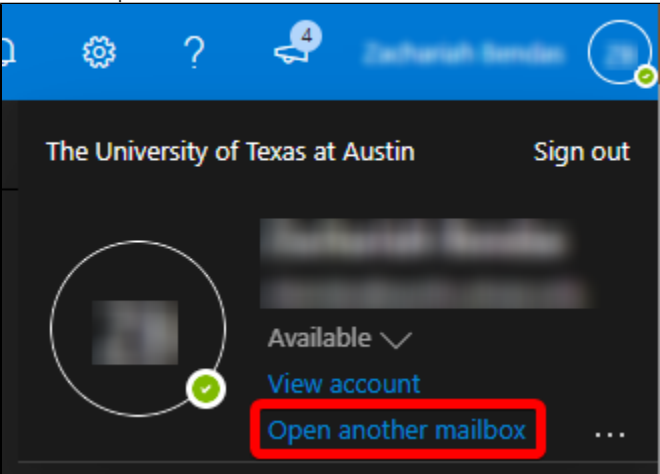
 Please [contact LAITS](#) for assistance with shared inbox permissions.

To access a shared inbox:

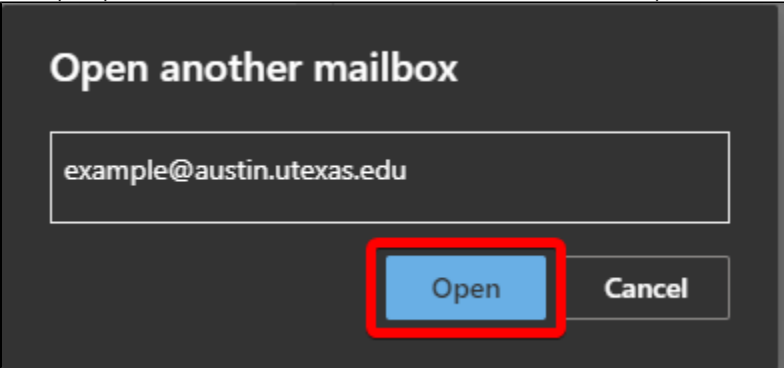
- 1. Login to the Outlook Web App from <http://office365.austin.utexas.edu>
- 2. In the upper-right corner, click on your profile icon or name



- 3. Then click "Open another mailbox"



- 4. At the prompt, enter in the email address for the shared inbox and click "Open"



- 5. The shared inbox will open in another tab in your browser

Troubleshooting

If you do not have permission to access the shared inbox, you will receive an error page similar to the one below.



500

Something went wrong.

You don't have permission to perform this action.

[Refresh the page](#)

[More details](#)