

Connect to a Shared Mailbox Through OWA

How to log in or add a shared email account in the Outlook Web App.

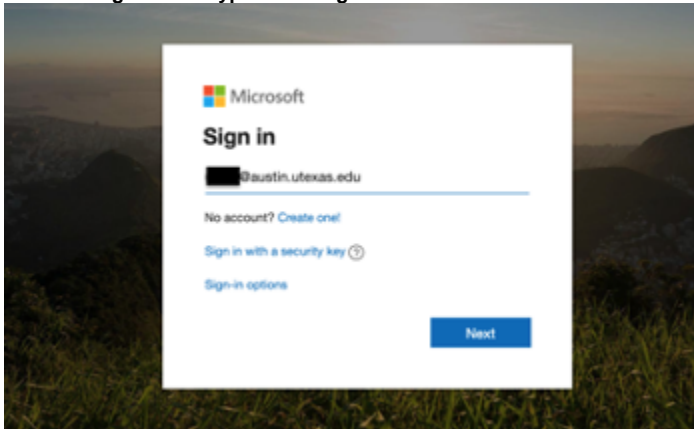


Note

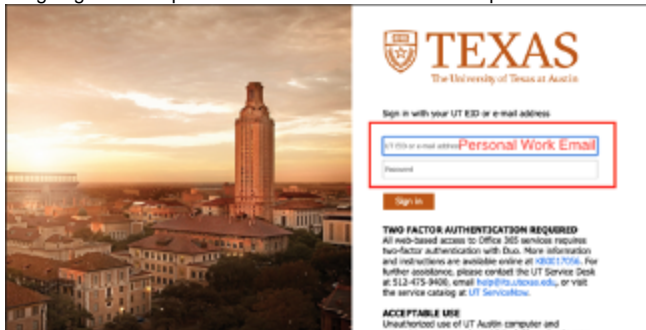
For instructions on how to add a shared email account on the web app once already logged in to a personal work email, jump to step 5.

Step-by-step guide

1. **Access the Outlook Web App from browser of choice**
 - a. Outlook Web App link:
<https://outlook.live.com/owa/>
2. **Click on 'Sign In' and type in the Sign in window the shared mailbox account or personal work email address. Click next.**

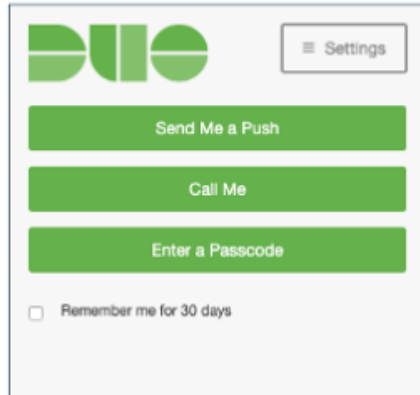


3. **A second sign in window should appear.**
 - a. If signing in directly to the shared email address: Replace the shared email address with your personal work email address or EID and its corresponding password. Click on 'Sign In'
 - b. If signing in first to personal work email account: Enter password and click on 'Sign In'



4. **Authenticate with DUO**
 - a. Tutorial on how to set up DUO for the first time:
[Duo - Two Factor - Authentication - Mobile Phone - How to Authenticate Your Cell Phone](#)

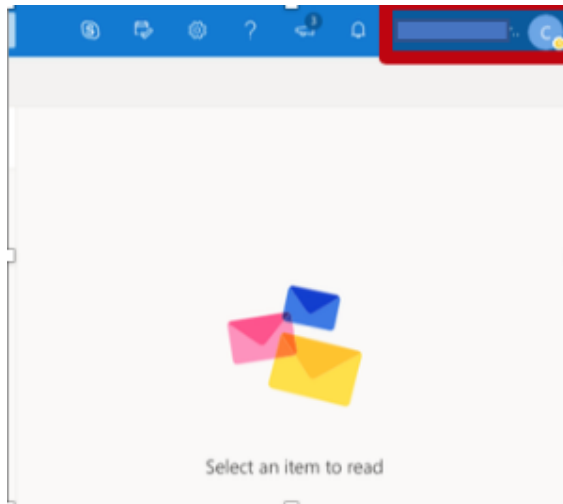
Two-factor authentication required. [Why am I here?](#)



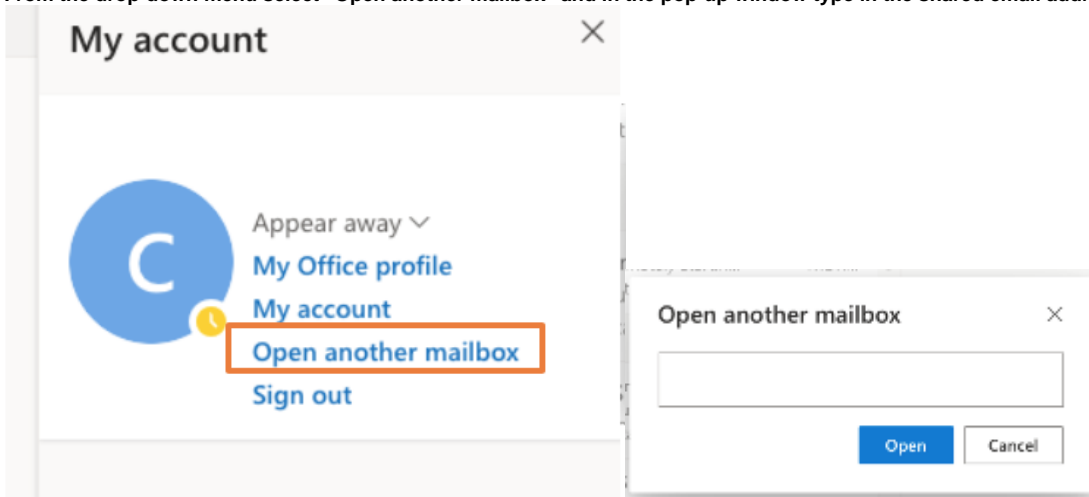
The image shows a two-factor authentication interface. At the top left is the Duo logo. To its right is a 'Settings' button. Below the logo are three large green buttons: 'Send Me a Push', 'Call Me', and 'Enter a Passcode'. At the bottom, there is a checkbox labeled 'Remember me for 30 days'.

5. Access to shared email account

- a. If signing in directly to the shared email account: You should now have access to the shared email account.
- b. If signing in first to personal work email account: You should now have access to your personal work email account. To now add a shared mailbox, click on your name on the upper right corner of your email webpage. Continue to step 6.



6. From the drop-down menu select "Open another mailbox" and in the pop-up window type in the shared email address.



7. The shared email account should open as a new tab on your browser without requiring further authentication (if a permissions error screen shows up, contact your IT Coordinator). Therefore, you should have a tab for each mailbox you have open on the Outlook Web App.

Related articles

- [Connect to a Shared Mailbox Through OWA](#)
- [How do I add the UGS Calendar to my Outlook?](#)
- [How do I unconsolidate my mailboxes in Outlook 2011](#)