

Connecting a shared mailbox

This manual describes two methods for your Windows workplace to connect a shared mailbox to your personal Outlook mailbox:

- As a separate mailbox alongside your personal mailbox. This is the most popular method, with many advantages.
- As a subordinate part of your personal mailbox. This is an older method, which is rarely used nowadays.

NOTE: Always connect a shared mailbox according to one method only. Using both connection methods simultaneously on the same mailbox may result in peculiar errors.

The last part of this manual explains how you can connect to a shared mailbox from a mail app on your smartphone or tablet.

Connecting a shared mailbox alongside your personal mailbox

This method offers many advantages:

- Messages sent from the functional mailbox go to the *Sent items* folder of the functional mailbox. You don't need to drag items between folders.
- Messages deleted from the functional mailbox go to the *Deleted Items* folder of the functional mailbox.
- You can send messages directly from the functional mailbox. You don't need to change sender in the *From:-*field.
- Rules and Quick Steps and so on for the functional mailbox need to be entered just once and are valid for all members of the functional mailbox.
- Out-of-Office messages can be entered directly in Outlook. Webmail is no longer needed to set these.

To connect the shared mailbox, follow these steps:

1. In Outlook, Choose the File tab and, in the left column, choose Info. This opens the Account Information window.
2. Click the [+ Add Account] button. The Add New Account window opens.
3. In the E-mail Address field, enter the exact, complete mail address of the functional mailbox. The other fields are not required. Outlook may request your password after a restart.
4. Click [Next >]. The Add New Account window now lists the stepwise configuration of the functional mailbox

5. Click [Finish] and restart Outlook. From now on, the functional mailbox you just added is available as an extra account, next to your personal mailbox.

Connecting a shared mailbox inside your personal mailbox

In this method, all folders of the shared mailbox become a part of your personal mailbox. This method is primarily used for reading a shared mailbox. If you answer to a message in the shared mailbox, your answer will be in your personal Sent items folder, and not in the Sent items folder of the shared mailbox. In most cases, the first method, (described above) is preferred.

1. In Outlook, Choose the File tab and, in the left column, choose Info. This opens the Account Information window.
2. Click the [Account settings] button and in the menu that opens, click *Account Settings* again.
3. The Account Settings window opens. Select your personal account and click [Change...].
4. The Change Account window opens. No changes required here, just click [More Settings...]
5. Select the *Advanced* tab. On this tab, you can either Add a shared mailbox, or Delete one from your current list of connected mailboxes.

Connecting a shared mailbox in a mail app

Many mail apps on iOS (Apple) and Android phones and tablets allow you to manage the shared mailbox via a protocol called IMAP. Not all apps are compatible (the Gmail app is) and because of the multitude of apps and the rapid changes we can only provide general instructions. The order of steps may differ, depending on your type of device and the mail app you use. TIP: Mind the (forward!) direction of the slashes in the username.

1. First locate the option to add an new mail account in the settings of your mail app.
2. Set account type to **IMAP**
3. For the full name field enter the name you would like to display when an email is sent from this account.
4. For email address enter the complete email address of the shared mailbox.
5. For username enter: **vuw/your-ULCN-username/shared-mailbox-name** (for example: vuw/johnsonj/issc-helpdesk)

NOTE: Use forward slashes. For mailbox name, use the part before the @-sign in the mail address.

6. For password enter: **your own ULCN password.**
7. Set incoming mail server to: **imaps.campus.leidenuniv.nl**
8. Set connection security to: **SSL/TLS** using port: **993**
9. Set outgoing mail server to: **smtps.campus.leidenuniv.nl**
10. Set port nr to: **587** (No further password or security settings needed for outgoing server)