## Introduction

A **shared mailbox** is a mailbox that provides access to multiple users to read and send emails. Additionally, it provides access to a calendar that can be used to track user's PTO, sick time or department al events.
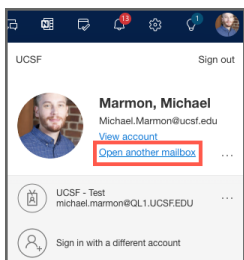
Accessing a Shared Mailbox

1. Navigate to https://email.ucsf.edu.

2. A UCSF log-in screen will load, enter you **UCSF email address** and **password** before clicking the **Sign In** button.
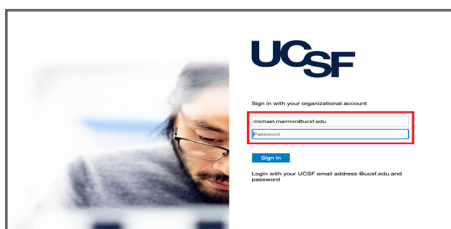
3. When prompted, open the **Duo Mobile App** on your selected mobile device and enter the **six-digit code** appearing on screen.

4. Select the **Yes, this is My Device** option to *remember* it within Duo.

5. Select your **Profile Picture** (or **Initials**) in top-right corner of Outlook Web Email.

6. Select the **Open another mailbox** link.

7. In the **Open another mailbox** screen, enter the **email address** for shared mailbox before clicking the **Open** button.
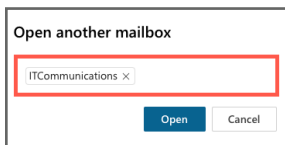
9. Congratulations! The shared mailbox has loaded successfully!

NOTE: You can confirm the shared mailbox as it opens in a new tab containing the name of the mailbox.

Sending an Email from a Shared Mailbox

NOTE: To send from a shared mailbox, you will need to have the necessary sending permissions assigned.

1. Select the **New mail** button.

2. Enter the **email address** of the **intended recipient** in the **To** field.
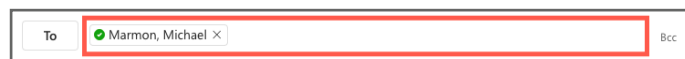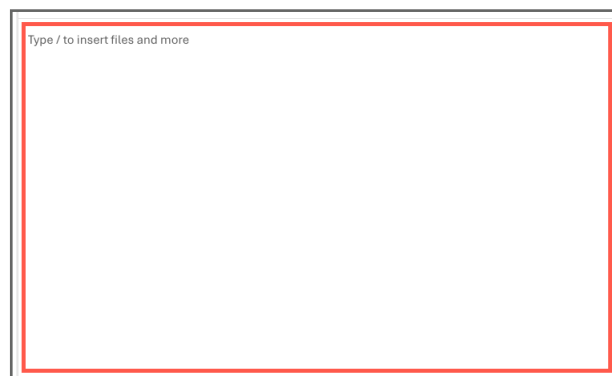
NOTE: You can add *email addresses* to provide visibility to recipients in the *Cc* and *Bcc* fields.

3. Enter a descriptive **subject line** related to the email contents.

4. Enter your **message contents** in the email **body** field.

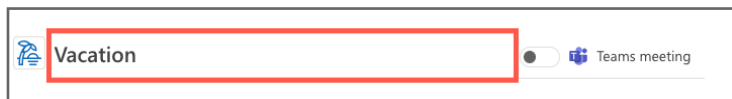5. Once your message is complete, simply click the **Send** button.

Using the Calendar for a Shared Mailbox

The **calendar feature** within a shared mailbox is a useful tool to create events that highlight the availability of team members (e.g., PTO, Sick time etc.) or departmental events.
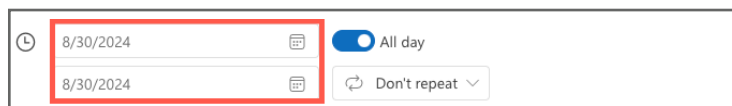
Using the Calendar for a Shared Mailbox (continued)

1. Select the 🗓 icon.

2. Click the ☐ New event ⌄ button.

3. In the **Add a title** field, enter a descriptive **title** for the meeting.

> 🖊 | Vacation   ● 📧 Teams meeting

4. Add the **shared mailbox email address** as the intended invitee.
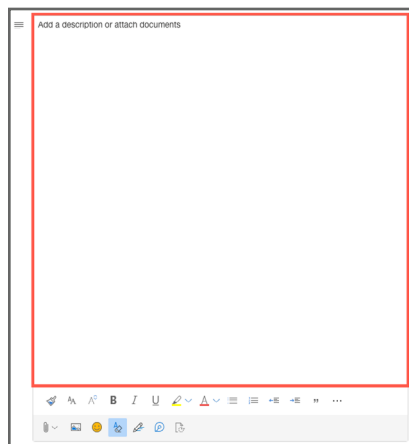
> 👥 | ITCommunications ✕   Optional

5. Set the **Start Date** and **Time**.

6. Set the **End Date** and **Time**.

> 🕐 | 8/30/2024   📅   ● All day
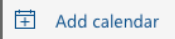>   8/30/2024   📅   🔁 Don't repeat ⌄

NOTE: Select the ● All day toggle for events that will last all day.
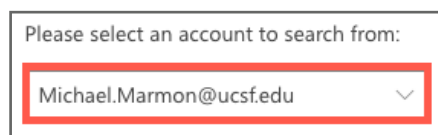
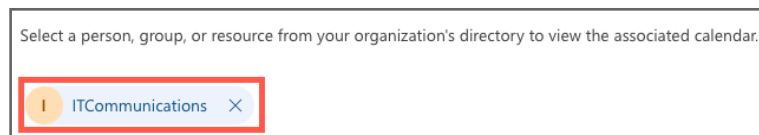7. In the **body** field, enter an *agenda* or *information* to provide context to the recipient.

> [Description field: Add a description or attach documents]

8. Click the ▷ Send ⌄ button.

9. Congratulations! You have successfully added an event to a Shared Inbox's calendar!

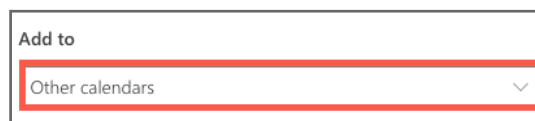## Adding a Shared Inbox Calendar to your Outlook Calendar

1. Return to your **personal UCSF account** inbox.

2. Select the 🗓 icon.

3. Click the 📅 Add calendar link.

4. Select the 👥 Add from directory option.

5. From the **account to search from** dropdown, select your **UCSF email address**.

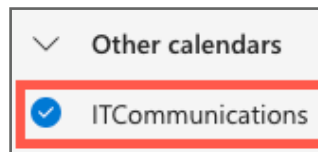> Please select an account to search from:
>
> Michael.Marmon@ucsf.edu   ⌄

6. In the **Enter a name** or **email address** field enter and select the email address for the *shared mailbox*.

> Select a person, group, or resource from your organization's directory to view the associated calendar.
>
> I | ITCommunications   ✕

7. Select the **Other calendars** option in the **Add to** dropdown.

> Add to
>
> Other calendars   ⌄

8. Click the **Add** button.

9. Close the **Add Calendar** window.

10. Navigate to the **Other Calendars** menu to confirm that the calendar for the *Shared Mailbox* has been added.

> ⌄ Other calendars
>
> ✅ ITCommunications

11. Congratulations! You have successfully added a Shared Mailbox calendar to your Outlook calendar.