UVa Exchange Service

Exchange Shared Mailbox Quickstart Guide

• Don't have Outlook? Download and configure the Microsoft Office Suite (which includes Outlook)!

In this Quickstart Guide, you will learn to:

• How to Manage a Shared UVa Exchange Mailbox
• How to View or Access a Shared UVa Exchange Mailbox
• How to Send Email from a Shared UVa Exchange Mailbox

Manage a Shared UVa Exchange Mailbox

Shared Exchange mailboxes are accessible by a list of users who are identified by their computing IDs. This list of users is managed via MyGroups.

• Group administrators manage access to the shared mailbox. Note: administrators need to also be members of the MyGroup group in order to send and receive email from the shared mailbox.
• Users of the shared mailbox can be added or subtracted from the list via MyGroups by an administrator and can have a role as administrator and/or a member of the group.
• All members have the right to send and read email from the shared mailbox.
• The email in your shared mailbox does not count towards your email quota.

Access a Shared UVa Exchange Mailbox

You can view the mailbox of a shared or departmental Exchange account:

• via Outlook Web App (OWA) in your Web browser;
• in Outlook on a Windows PC; or
• in Outlook for Mac.

To Open a Shared Exchange Mailbox in OWA

1. Log into OWA using your Eservices credentials.
2. After logging in, your name and computing ID will be listed at the top-right corner of OWA. Click on it to reveal the option to open another mailbox.
3. Type in the name of the Exchange Resource and click Open, which should cause its name to then be underlined. If this doesn’t happen, check for a typo in the name or misspelling.

4. Click Open again.

**To Open a Shared Exchange Mailbox in Outlook (on a Windows PC)**

1. Close Outlook if you have it open.
2. Press the Windows Key on your keyboard and type in the words Control Panel. Press the Enter key.
3. In the screen that appears (Adjust your computer's settings), find View by in the upper far right and under the Category pull-down, select Small Icons.
4. Click Mail (you might see "Mail (32-bit)").
5. Select E-mail Accounts....
6. Under the E-mail tab, select New....
7. Under Choose Service, click the radio button for E-mail Account and click the Next button.
8. On the Auto Account Setup screen, enter the display name (or familiar name, like Customer Service) for your generic account in the Your Name: field. In the E-mail Address field, type in the shared Exchange mailbox name using @eservices.virginia.edu in the address (e.g. if your shared (generic) mailbox is generic@virginia.edu, type in generic@eservices.virginia.edu). Do not enter anything in either the Password: or Retype Password: fields. Click Next and then Finish.
9. Open Outlook. The Folder List view will show your shared (generic) mailbox along with your personal Exchange mailbox.

**To Open a Shared Exchange Mailbox in Outlook for Mac**

1. Open Microsoft Outlook 2011 on your Apple computer.
2. Click Tools (in the ribbon at top of screen), then Accounts.
3. At the bottom of the left pane, click on + and then "Exchange" from the dropdown list of options that appears.
4. In the box that asks for your Exchange account information, fill in the following:
   1. E-mail address: email address of the shared mailbox @eservices.virginia.edu
   2. Authentication method: "User Name and Password"
   3. User name: eservices\your computing ID (i.e. mst3k)
   4. Password: your eservices password
   5. Leave the "Configure Automatically" box checked and then click "Add Account"
   6. Close the Accounts window.
5. The mailbox will now appear in your folder list on the left side of your Outlook window.
Send Email from a Shared Exchange Mailbox

You may send email from a shared or departmental Exchange mailbox:

• via Outlook Web App (OWA) in your Web browser, or
• in Outlook on a Windows PC.
• in Outlook on a Mac.

To Send from a Shared Exchange Mailbox in OWA

1. **Log into OWA** using your Eservices credentials.
2. Click on Options and choose “See All Options...”
3. Now click on Settings to see the Settings page.
4. Under Message Format, check the box in front of “Always show From” to enable the From: field. Click Save.
5. Go back to your Inbox by clicking on Mail.
6. Open a new email message by clicking on New.
7. In the window to compose a new email message, you now see the From: field. Now you can click on the From button and choose “Other E-mail Address...”
8. The Address Book window pops up and you can type the shared Exchange mailbox email address you want to send as or choose it from the address lists.

To Send from a Shared Exchange Mailbox in Outlook (on a Windows PC)

1. Open Microsoft Outlook on your Windows computer.
2. Create a new email message.
3. Click the Options tab on in the new message window.
4. Click the “From” button in the show fields area.
5. Click the new “From” dropdown button above the “To” line.
6. Click “Other email address” and type in the email address of the shared mailbox and click OK.
7. Choose the shared mailbox from the “From” dropdown selection and compose and send your message as usual.

To Send from a Shared Exchange Mailbox in Outlook on a Mac

1. Open Microsoft Outlook on your Mac computer.
2. Open your shared mailbox by clicking on its name in your folder list on the left side of your Outlook window
3. Create a new email message.
4. Click the *Options* tab on in the new message window.
5. Click the “From” dropdown button above the “To” line.
6. Choose the shared mailbox from the “From” dropdown selection and compose and send your message as usual.