How to access a shared email account in Outlook (Windows)

These instructions will walk you through how to add a shared email account to your Outlook for Windows client.

1. In Outlook, click on File, then Add Account.

2. In the Add Account window, enter the email address of the shared account, then click Connect.
3. Outlook will then attempt to open up that shared account. When prompted by Windows Security, erase the shared account’s email address and enter your email address and MIDAS password. Check “Remember my credentials,” and click OK.

4. If you have permission to access the account, it will succeed and you will see the following window. Uncheck “Set up Outlook Mobile on my phone, too” and click Done.
5. You may need to restart Outlook for the shared email account to appear in the folder list (the left panel) along with your other folders. You may need to scroll all the way down to see it.
Sending a message as the shared account

You can send and receive mail messages using the shared mailbox, just as you would your own mail messages. To send email from the shared account, click the **New Email** button to compose a new email, then click the **From** button and select the shared email account.

Alternatively, if you first click on any folder or message within the shared email account before you click the **New Email** button, the message will default to the shared email account in the From field. To switch back to your own account, just click on any folder or email within your account, and then any new email that you create will default to your own account.