Outlook Mobile App: Add a shared mailbox

> ⚠️ Some versions of the Outlook Mobile App may differ from those demonstrated in this guide.

Add a shared mailbox

1. Open the Outlook app.

2. Sign in to your work/school primary account to add the shared mailbox.

> 💡 If you haven't setup the Outlook app on your mobile device for your primary work/school account, see our guides, Outlook on Android devices or Outlook on iOS devices.
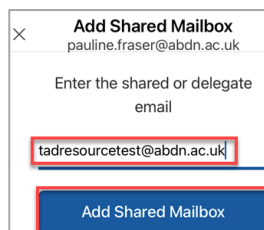
3. Tap **Inbox** at the top left corner of the screen.

4. Tap on the cog icon at the lower left-hand corner to open **Settings**.

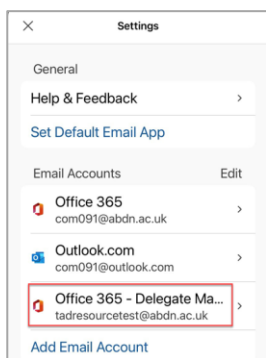5. Tap **Add Email Account**.
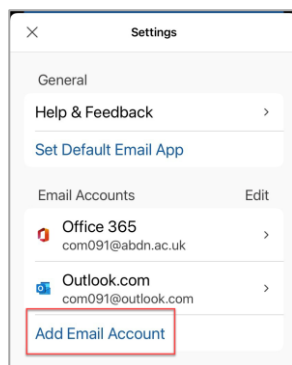
6. Next, tap **Add a Shared Mailbox**.
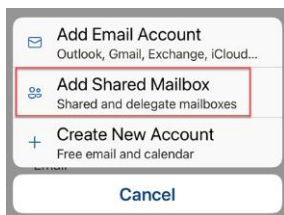
7. Type in your shared email address and tap **Add a Shared Mailbox**.

8. You will now see your shared mailbox added as **Office 365 – Delegate Mailbox** with the shared email address below.

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9. Tap on the **X** or ← to close Settings and return to your work/school primary account Inbox.

Change to view the shared mailbox

1. Tap **Inbox** at the top left corner of the screen to open the list of other added mail accounts.

2. Tap to select the icon for your shared mailbox. The shared mailbox account's name will display at the top and folders below.
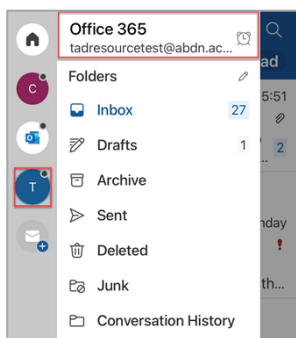
3. Tap on Inbox to read incoming mail.

> Tap on the **Home** icon from the navigation pane to return to your default mailbox
>
> To add a mailbox, quickly tap on the **Mail +** icon from the navigation pane.

Remove a shared mailbox

1. Tap on the cog icon at the lower left corner to open **Settings**.
2. Tap on your shared mailbox from your added accounts to open mailbox **Info**.
3. Scroll down and select **Delete Account**.

Automatic Replies

1. Tap on the cog icon at the lower left corner to open **Settings**.
2. Tap on your shared mailbox from your added accounts to open mailbox **Info**.
3. Scroll down and select **Automatic Replies**.
4. Tap on the **Automatic Replies slider** to switch it on.

5. Tap the **Send replies only during a time period** slider to select a start date/time and end date/time.

6. By default, the **Reply to everyone** is selected so that all incoming mail will get your automatic reply. You can choose to **Reply only to my organisation.**

7. Enter the text for the automatic reply.

8. If you also want to send a message to people *outside* your organisation, tap the slider **Use different replies** for outside your organisation**.**

9. Once you have completed all your selections, tap the ✔ or < to discard changes**.**
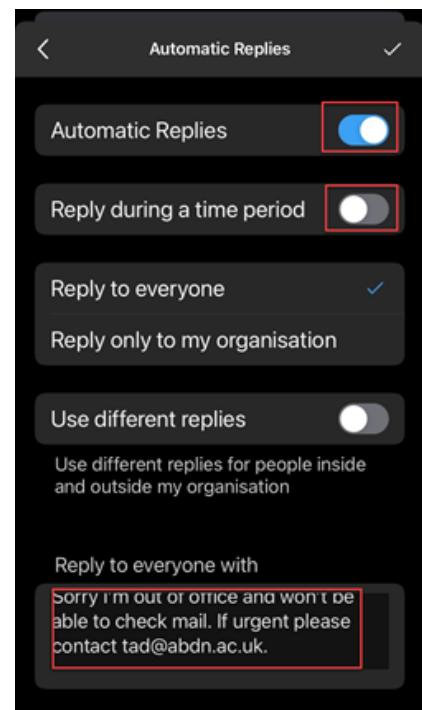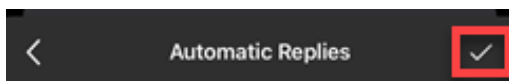
If you don't set a time for automatic replies, you'll need to remember to turn them off manually when you return to work.

You will see a message at the top of the Inbox screen when automatic replies are turned on. Tap **Turn off i**n the dialog box and tap **OK**.
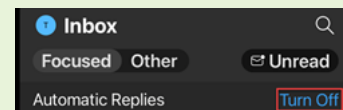
Further information and help

More information about working in Outlook Web App, visit Microsoft's support page.

You can also use MyIT to log calls with the University's IT Service Desk myit.abdn.ac.uk