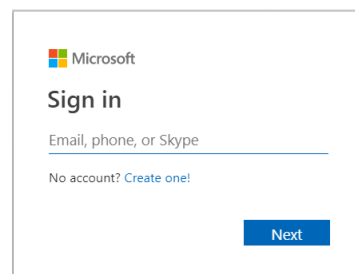


Outlook Web App: How do I access a shared mailbox?

This guide includes answers to some of your most frequently asked questions about MS Office 365 Outlook Web App (OWA).

Sign into your University email account in OWA

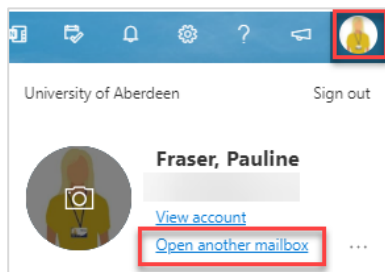
1. In a web browser (e.g. Edge, Chrome, Safari), go to the [StaffNet homepage](#), scroll down to **Quick Links** and select **Staff Email**
 - Or enter the URL <http://www.outlook.com/abdn.ac.uk>
2. In the **Sign in** dialog, enter in your email address in the format *yourusername@abdn.ac.uk*, e.g. *s99jb7@abdn.ac.uk*
3. Click **Next**
4. Enter in your password and click **Next**
5. You will be prompted to authenticate if you have no other Office 365 apps open or have switched accounts. See [What is Multi-factor Authentication?](#) for more information.



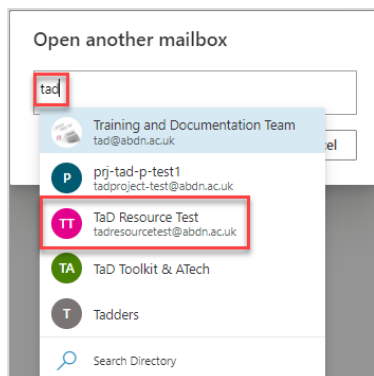
You may want to add the OWA login page – i.e. <https://outlook.com/abdn.ac.uk> – to your web browser as a **Bookmark** or **Favourite** for quick access to OWA.

How do I access a shared mailbox via OWA?

1. Click on your initials or photo icon at the top right.



2. Click **Open another mailbox**
3. Start typing the name of the other mailbox and select it from the list of possible matches. Select the mailbox you want.




4. Click **Open**



You can keep an eye on both mailboxes as a new browser tab will open with the other mailbox

Does my signature pull through from the Desktop app?

In a word no. You will have to create a new signature(s) once you have opened the other mailbox.

1. Click **Settings**, the cog .
2. Click **View all Outlook settings, Email and Compose and reply**.
3. Under **Email signature, Outlook Web Signature**. Type your signature and use the available formatting options to change its appearance.



Outlook Web Signature is the default name for your signature. You can create multiple signatures by selecting **New signature**. You can modify, delete or rename these at any time.

Compose and reply

Email signature

Edit and choose signatures that will be automatically added to your email message.

Create and edit signatures

New signature

Outlook Web Signature Rename Delete

Best wishes
Pauline – TaD Team
#dyslexicme

IT Services Training and Documentation Team
tad@abdn.ac.uk
www.abdn.ac.uk/tad
Use MyIT to log calls with the IT Service Desk, and to update and check the status of your calls: <https://myit.abdn.ac.uk>

Select default signatures

For New Messages: Outlook Web Signature

For Replies/Forwards: Pauline TaD Formal

Message format

Choose whether to display the From and Bcc lines when you're composing a message.

Always show Bcc

Always show From

Compose messages in HTML format

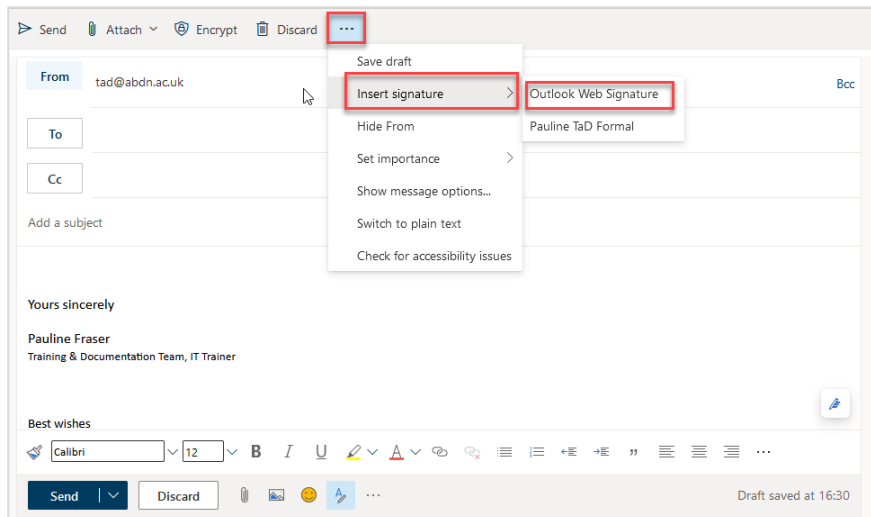
Save Discard

4. In the **Send default signatures** section select which signatures for new messages and replies/forwards. Click on the drop-down and select from your signature list.
5. Select **Save**.

How do I select a different signature when composing a new email?

If you have created multiple signatures for different purposes, you can change the default easily when you are creating your message.

1. Click **More options (...)** from the top of your new message.
2. Click **Insert signature** and select from your signature list.

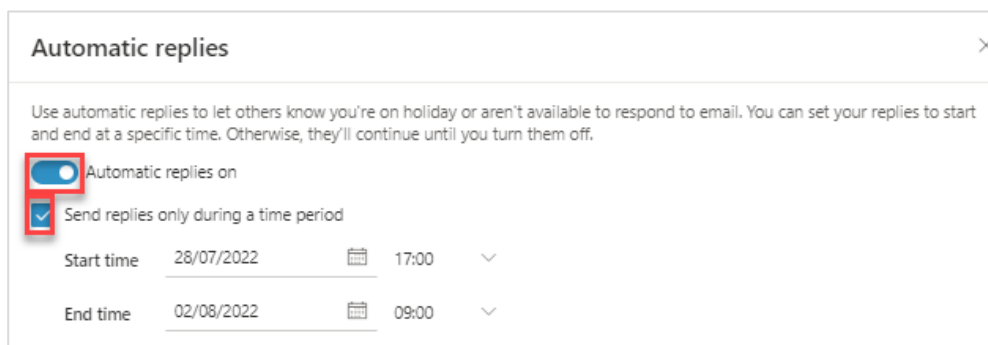


3. Click **Send** once you are complete.

How do I switch on Automatic replies?

Use automatic replies to inform people inside and/or outside your organisation that you won't be responding right away to their email messages or to give them an alternative contact. You can choose to send automatic replies during a specific time period, for example, when you are on annual leave. Automatic replies are sent once to each sender

1. Click **Settings**, the cog .
2. Click **View all Outlook settings, Email and Automatic replies**.
3. Click the slider to turn **Automatic replies** on.



4. Tick the **Send replies only during a time period** checkbox and select a start date/time and end date/time.
5. Tick the checkboxes as required to: **block your calendar, automatically decline** and/or **cancel meetings** when your automatic replies are switched on:

Block my calendar for this period
 Automatically decline new invitations for events that occur during this period
 Decline and cancel my meetings during this period ⓘ

- If you select **Block my calendar for this period**, a new text box appears, allowing you to set a title for the event, e.g. Annual Leave.
6. Enter the message you want OWA to send during your time of absence.

Send automatic replies inside your organisation

I'm not at work at the moment until the 2nd August. In the meantime, you can contact tad@abdn.ac.uk if urgent.

Best wishes, Pauline

Send replies outside your organisation

Send replies only to contacts

Add a message here

Save
Discard

7. If you also want to send a message to people *outside* your organisation, click checkbox **Send replies outside your organisation** – this can be a different message if you like.
8. Click **Save**.
9. When you're done, click the **X** in the top right of the **Settings** dialog to return to save your changes and close.



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.

Help and Support

More information about working in Outlook Web App, visit [Microsoft's support page](#) and visit our [Guides and Links](#) on Toolkit or contact the IT Service Desk: myit.abdn.ac.uk