

## Open and use a shared or delegated mailbox in Outlook Web App

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### Add a shared mailbox so it displays under your primary mailbox

If you want to monitor the email from your primary mailbox and the shared mailbox at the same time, use this method. In addition, after you complete this task, the shared mailbox and its folders are displayed in the left navigation pane each time you open Outlook Web App.

1. Sign in to your account in Outlook Web App.
2. Right-click your primary mailbox in the left navigation pane, and then choose **Add shared folder**. (Your name is on your primary mailbox.)
3. In the **Add shared folder** dialog box, type the name or email address of someone who has shared a mailbox with you, and then select **Add**.

The shared mailbox displays in your Folder list in Outlook Web App. You can expand or collapse the shared mailbox folders as you can with your primary mailbox. You also can remove the shared mailbox from your Folder list. To remove it, right-click the shared mailbox, and then select **Remove shared folder**.

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### Open a shared mailbox in a separate browser window

Use this method if you want to view and manage the email for the shared mailbox in its own browser window.

1. Sign in to your account in Outlook Web App.
2. On the Outlook Web App navigation bar, select your name. A list appears.
3. Select **Open another mailbox**.
4. Type the email address of the other mailbox that you want to open and then select **Open**. Or, start typing and then select **Search contacts and directory** to find the mailbox you want to open. Select the shared mailbox you want to open, and then select **Open**. Another Outlook Web App session opens in a separate window, allowing access to the other mailbox.