How to Open an Additional Mailbox

Office 365/Outlook

1. Open Outlook
2. Click File
3. Click the Account Settings drop down
4. Click Account Settings
5. Click New...
   a. Top left of the window

6. Type the Departmental Email in the box presented
   a. Verify spelling
   b. Partial can be entered to pull up a list

7. Click Connect
   a. Loading time will depend on the size of the mailbox
8. When presented with the DUO screen, remove the shared mailbox email address

![DUO screen](image)

9. Type in your IslandID and password
10. Click Sign In
11. Complete the DUO Verification
12. Click Done

The account will now be added, remember to give the mailbox a couple of minutes to load.

**Outlook Webmail**

1. Launch preferred web browser and go to outlook.tamucc.edu
2. Enter Islander credentials to log in
3. Click your Account Picture OR Momentum logo
   a. Top right of the screen

![Outlook Webmail](image)

4. Click open another mailbox...
5. Enter the **Mailbox Name**
6. **Click Open**

Once completed the mailbox will open in a new tab. This process must be repeated every time the client logs into a new session.

**Outlook - MacOS**

1. **Open** the **Outlook** application
2. **Click Tools**
   a. Located on the top of the screen
3. **Click Accounts**

4. **Click Advanced**
5. **Click Delegates** tab
6. **Click +**
   a. Under the **People I am a delegate for**
7. **Enter the Mailbox Name**

8. **Click Find**
9. **Click** on the desired mailbox
10. **Click OK**
11. **Click OK**
The new email will be presented below the client’s personal mailbox. This can take a minimum of 15 minutes to completely populate, depending on the size of the email inbox and speed of computer.

If you have any questions, please contact the IT Service Desk at 361-825-2692 or email at IThelp@tamucc.edu.