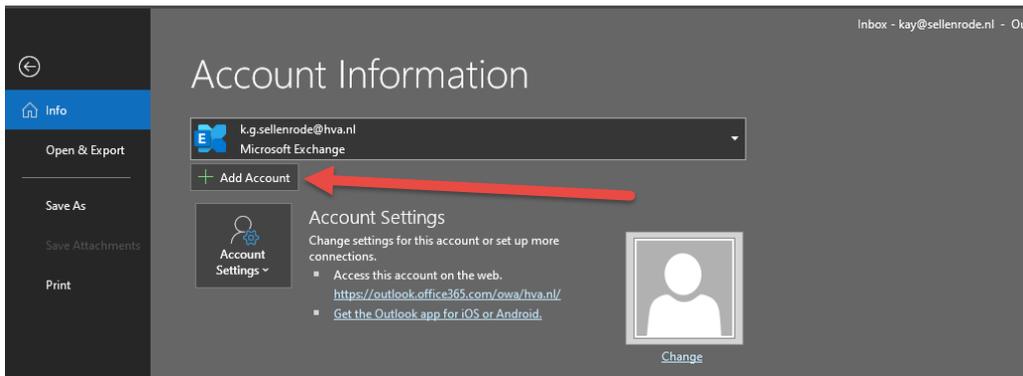


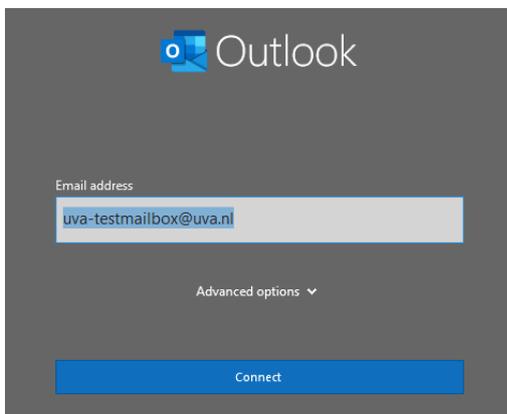
Adding a shared mailbox as account in Outlook

It might be necessary to remove a shared mailbox first. There is a manual for this on the last page of this document.

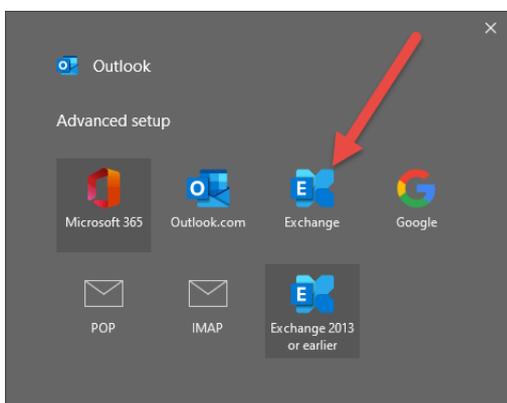
Go to Outlook and choose **File** and choose **Add Account**



In the new window, enter the address of the mailbox, example: hva-testmailbox@hva.nl



If you see the following window, pick the option **Exchange**. If not, proceed to the next step.



A login dialogue may appear matching figure 1. or figure 2

If you see a window similar to Figure 1, follow the following steps 1 through 4. If you see a window matching Figure 2, simply enter your own credentials and click Login.

Opties figuur 1:

1. Click on **more choices**
2. Choose **use a different account**
3. Enter your own email address and password
4. Check the box **Remember my credentials**

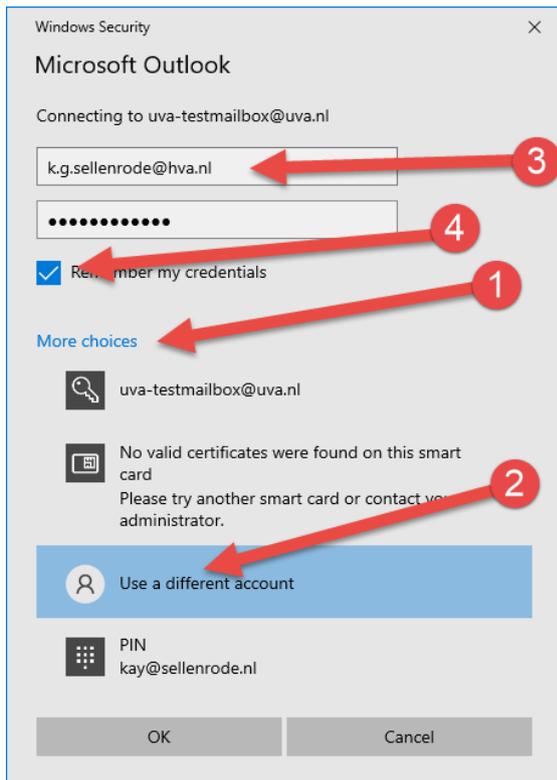


Figure 1

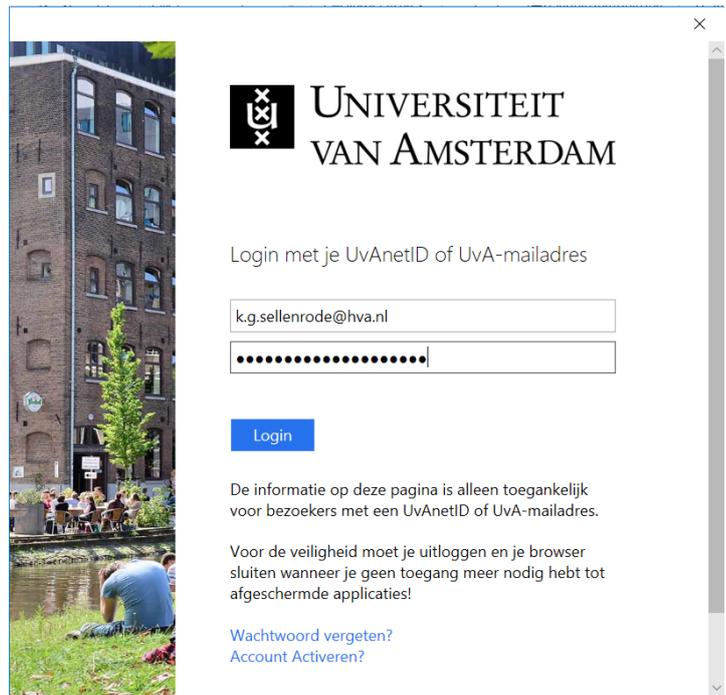
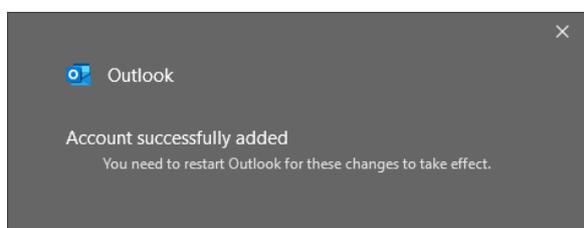


Figure 2

After these steps, Outlook will notify you it successfully added the mailbox. Close the window and restart Outlook to access the mailbox.



Removing a group mailbox in Outlook

- 1) Open Outlook and go to File
- 2) Choose account settings
- 3) Again choose account settings
- 4) You should see the following overview (figuur 1)
 - a. Do you see the mailbox that needs to be removed, go to **step 5**.
 - b. Don't you see the mailbox that needs to be removed, go to **step 7**.

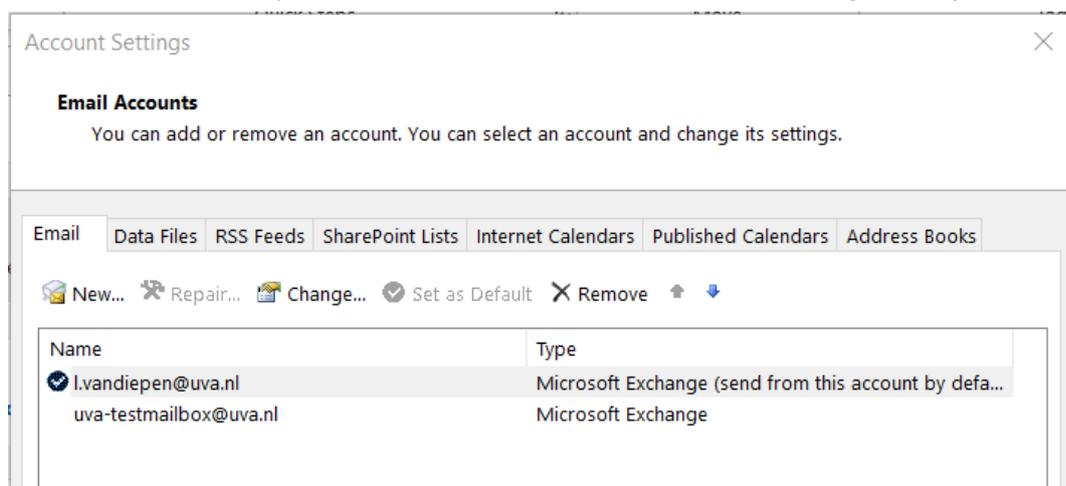


Figure 1

- 5) Select the mailbox you wish to remove and choose remove.
- 6) Confirm you want to remove the mailbox and restart Outlook

7) Select your email address under account settings and pick **Change** (Figure 1)

8) Choose **More settings**

9) Go to the tab **advanced**(Figure 2)

10) Remove the mailbox from the list under **Open these additional mailboxes**

11) Click on OK and then Done

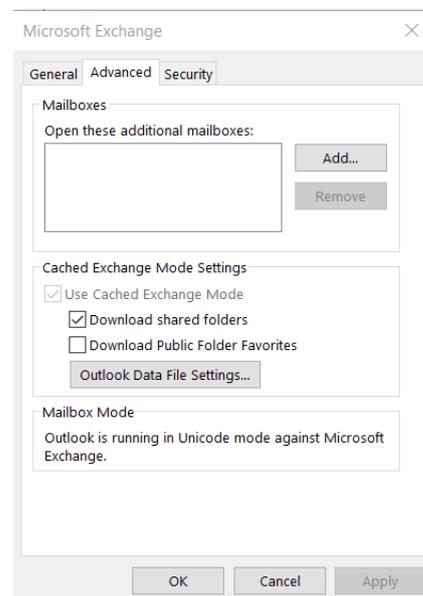


Figure 2

If the mailbox is visible in Outlook but not visible in either of these options: Contact ICTS with the request to disable Automapping on your account for this particular mailbox.