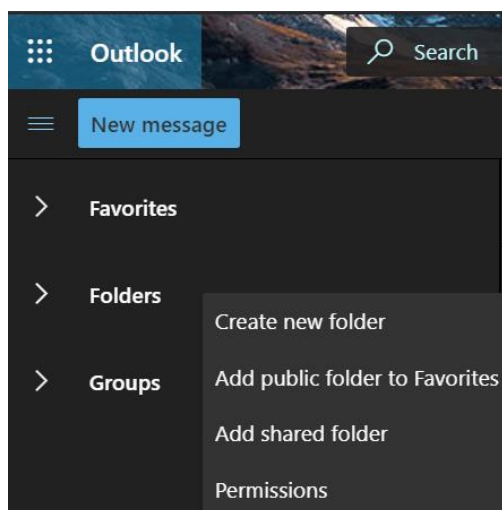# Add a Shared Mailbox to Outlook on the Web

After you have been granted permission to the shared mailbox, it can be added to Outlook on the web, so it is available either under your primary mailbox or it opens in a new tab. If you have not yet been granted permission, your supervisor can find out how to request it [here](#).

Add the Shared Mailbox so it Displays Under your Primary Mailbox

If you want the shared mailbox set up so it is available in the left navigation pane whenever you log into your email account online, use the following instructions.
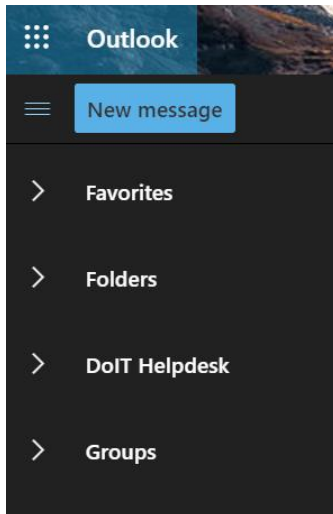
- Go to Outlook on the web by navigating to https://outlook.office.com.
- Log in using your *username*@uncp.edu and your UNCP network password.
- Go to the left navigation bar, right click "Folders" and click 'Add shared folder'.

- Type the email address or the name of the mailbox, and then select that mailbox from the list.

Add shared folder

DH   DoIT Helpdesk
    helpdesk@uncp.edu

🔍   Search Directory

helpdesk

Add   **Cancel**
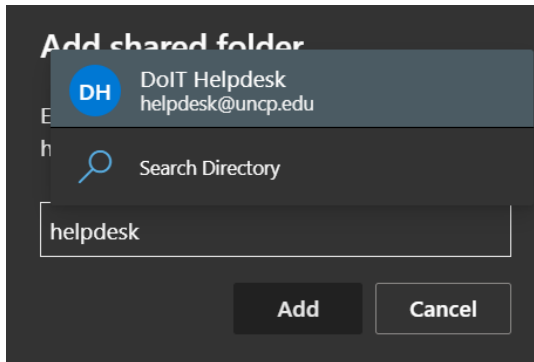
- Click "Add", and then you'll be able to see the mailbox folder in the left navigation pane.

Outlook

New message

> Favorites

> Folders

> DoIT Helpdesk

> Groups

Open the Shared Mailbox in a Separate Browser Window

To receive notifications of new messages in a shared mailbox, you must open the shared mailbox in a separate browser window, after logging into your own email account. Use the following instructions.

- Go to Outlook on the web by navigating to https://outlook.office.com.
- Log in using your *username*@uncp.edu and your UNCP network password.
- After your Inbox opens, click on your account profile picture in the upper right corner. Select "Open another mailbox".
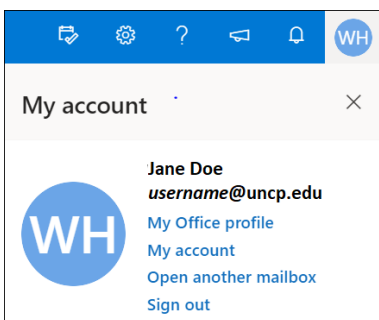
- Type the email address or the name of the mailbox and select that mailbox from the list.
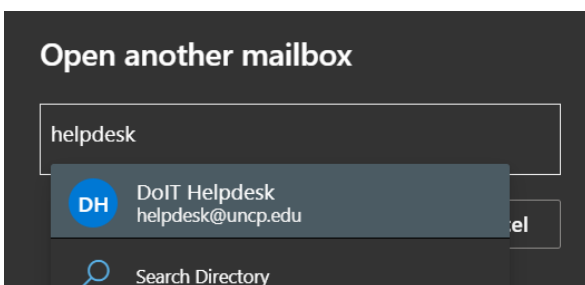
- Click Open. It will open in another tab of your browser.
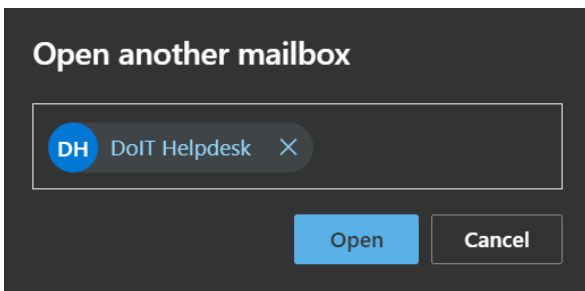
For additional information about adding and using a shared mailbox in Outlook on the web, go to Microsoft's shared mailbox support page.