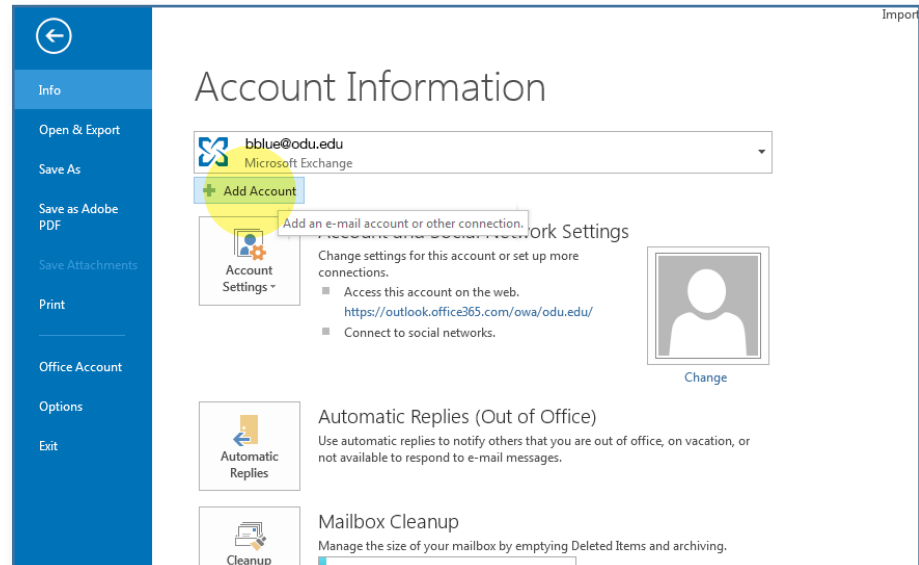


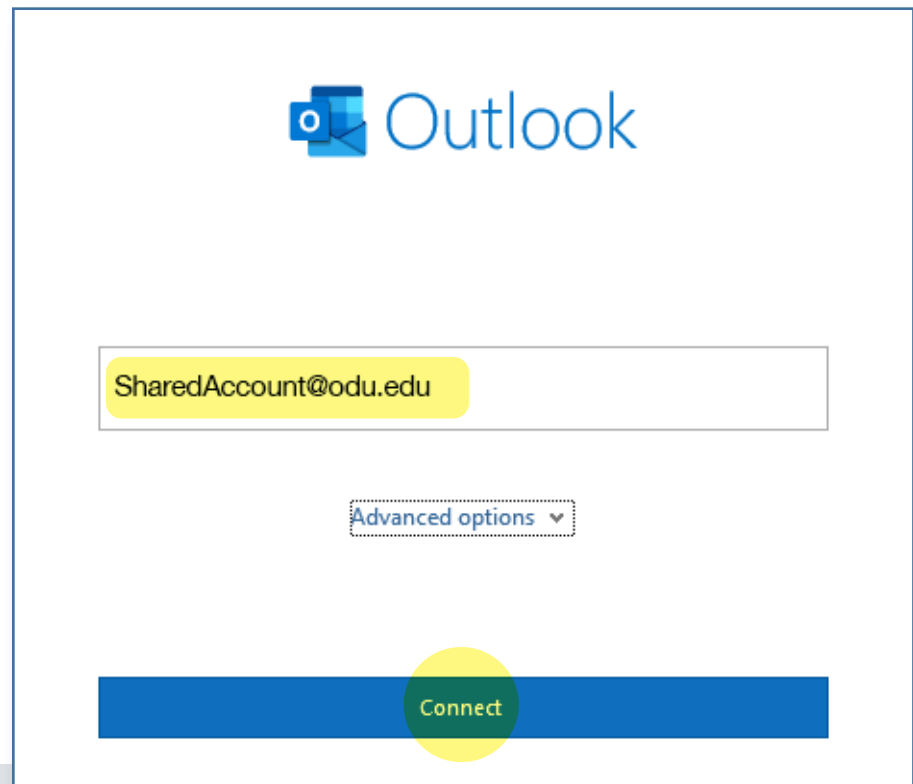
How to access a shared email account in Outlook (Windows)

These instructions will walk you through how to add a shared email account to your Outlook for Windows client.

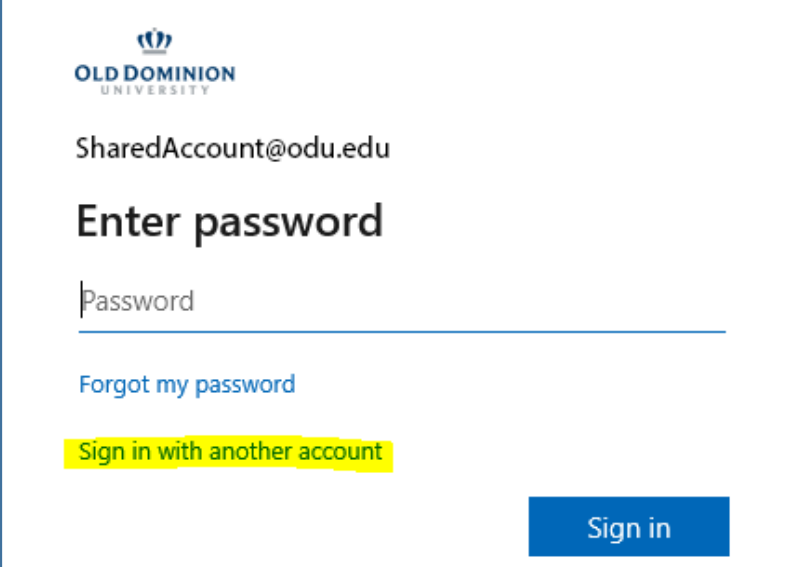
1. In Outlook, click on **File**, then **Add Account**.



2. In the Add Account window, enter the **email address** of the shared account, then click **Connect**.

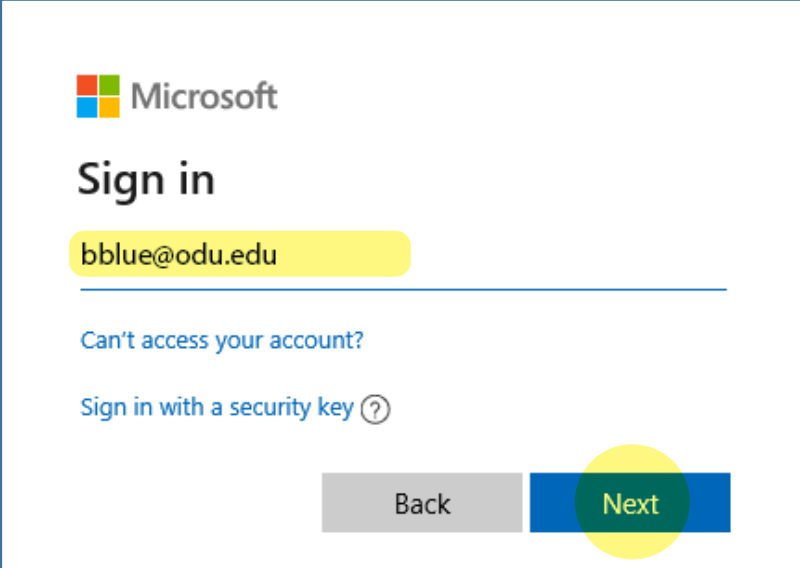


3. Outlook will then attempt to open up that shared account. When prompted to enter a password, click **Sign in with another account**.



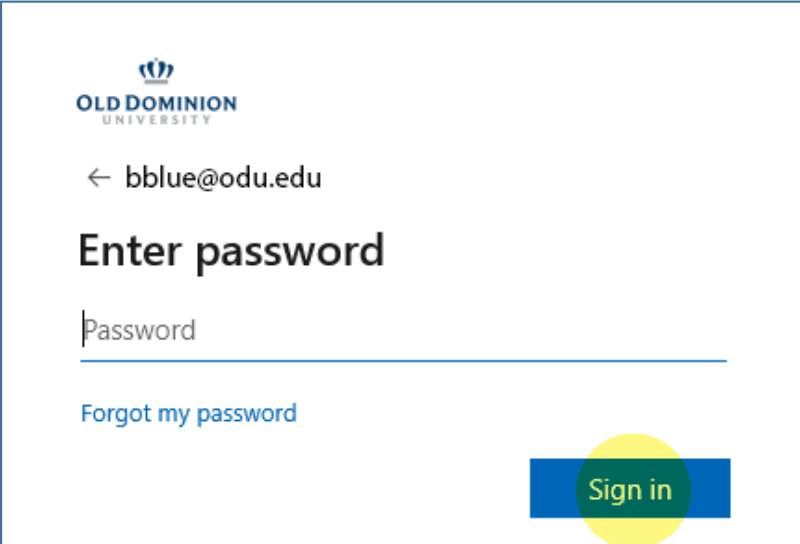
The screenshot shows the Old Dominion University sign-in interface. At the top is the university logo. Below it, the email address "SharedAccount@odu.edu" is displayed. The main heading is "Enter password". There is a password input field with a cursor. Below the field are two links: "Forgot my password" and "Sign in with another account", which is highlighted in yellow. At the bottom right is a blue "Sign in" button.

4. Enter your faculty/staff email address and click **Next**.



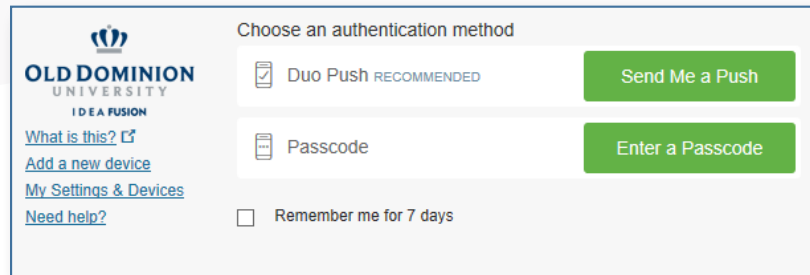
The screenshot shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the heading "Sign in". There is an email input field containing "bblue@odu.edu", which is highlighted in yellow. Below the field are two links: "Can't access your account?" and "Sign in with a security key (?)". At the bottom are two buttons: a grey "Back" button and a blue "Next" button, which is highlighted with a yellow circle.

5. Enter your MIDAS password and click **Sign in**.

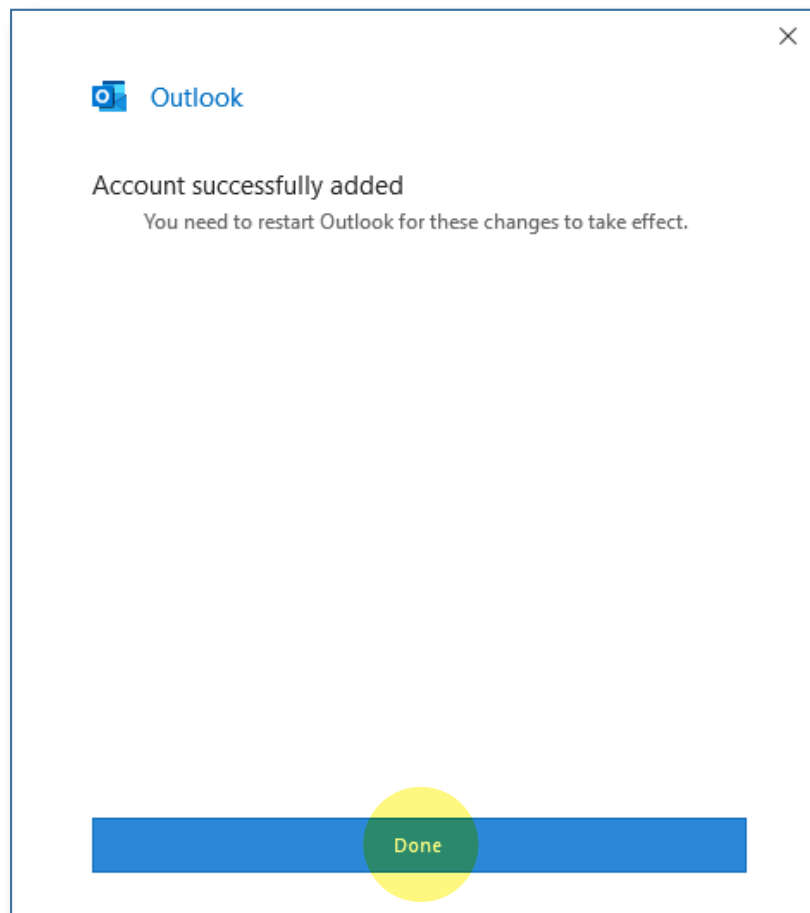


The screenshot shows the Old Dominion University sign-in interface. At the top is the university logo. Below it, the email address "bblue@odu.edu" is displayed with a back arrow. The main heading is "Enter password". There is a password input field with a cursor. Below the field are two links: "Forgot my password" and "Sign in", which is highlighted with a yellow circle.

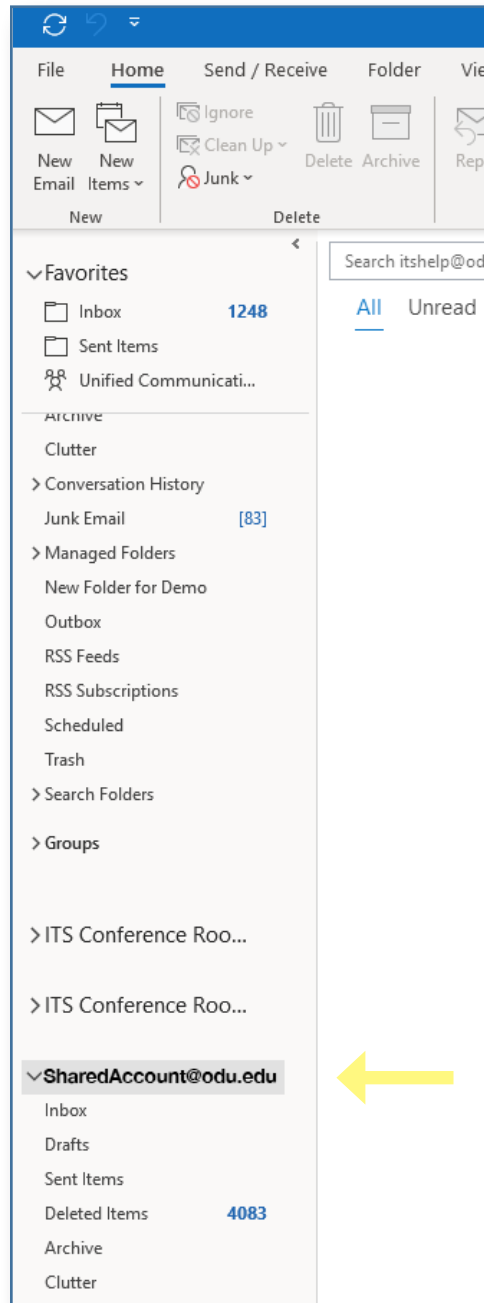
6. Authenticate with your second factor.



7. If you have permission to access the account, it will succeed and you will see the following window. Click **Done**.

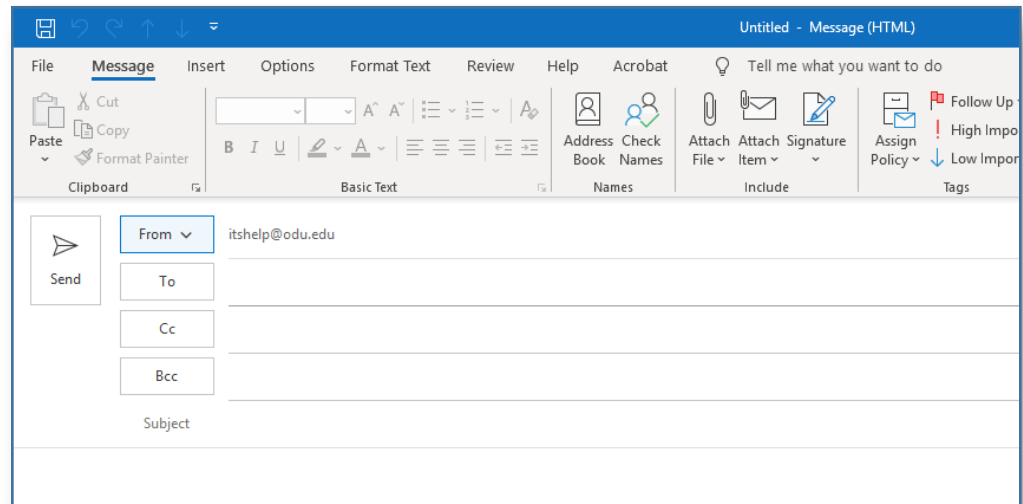


- When you restart Outlook, the shared email account will appear in the folder list (the left panel) along with your other folders. You may need to scroll all the way down to see it.



Sending a message as the shared account

You can send and receive mail messages using the shared mailbox, just as you would your own mail messages. To send email from the shared account, click the **New Email** button to compose a new email, then click the **From** button and select the shared email account.



Alternatively, if you first click on any folder or message within the shared email account before you click the **New Email** button, the message will default to the shared email account in the From field. To switch back to your own account, just click on any folder or email within your account, and then any new email that you create will default to your own account.