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Shared mailboxes: the basics

A shared mailbox is a single email address, such as info@ or accounts@, that several people can read and send from. It is useful for teams, because messages are not stuck in one person's inbox.

Shared mailboxes are normally created by whoever manages your Microsoft 365 or Google account. This guide covers using one, not creating one.

How it works

In Microsoft 365, a shared mailbox usually does not have its own password. Instead, people are given permission to open it using their own account. In Google Workspace, a similar idea can be set up with a group inbox or by delegating access. Names vary, so ask your administrator which one you have.

Opening a shared mailbox in Outlook

Often, it appears on its own in the left-hand folder list after your administrator has given you access. This can take some time, so wait a while and restart Outlook. If it does not appear, look for an option to **Open another mailbox** or **Add shared mailbox** in your account settings or by right-clicking your account name. Exact wording varies.

Sending as the shared mailbox

When you write a new message, check the **From** line. If it is not there, ask your administrator to confirm you have **Send as** or **Send on behalf** permission. Do not guess the setting.

Good habits for teams

- Agree who replies to what, so customers do not get two answers.
- Use categories, flags or folders to show which messages are being dealt with.
- Do not delete messages unless your team has agreed on it.
- Keep private information out of reply threads where possible.

Common problems

- **Cannot see the mailbox:** Wait, restart Outlook, and ask for permissions to be checked.
- **Sent items go to your own folder:** This is a common setting. Ask your administrator if replies should be kept in the shared mailbox instead.

When to get more help

Contact us if you need a shared mailbox created, if someone leaving needs access removed, or if you are unsure who has permission to read it. Access to a mailbox may include private customer information, so it should be reviewed regularly.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.