

USER GUIDE

How to create a
a shared mailbox
in Office 365



IT | Cloud | Workplace Recovery

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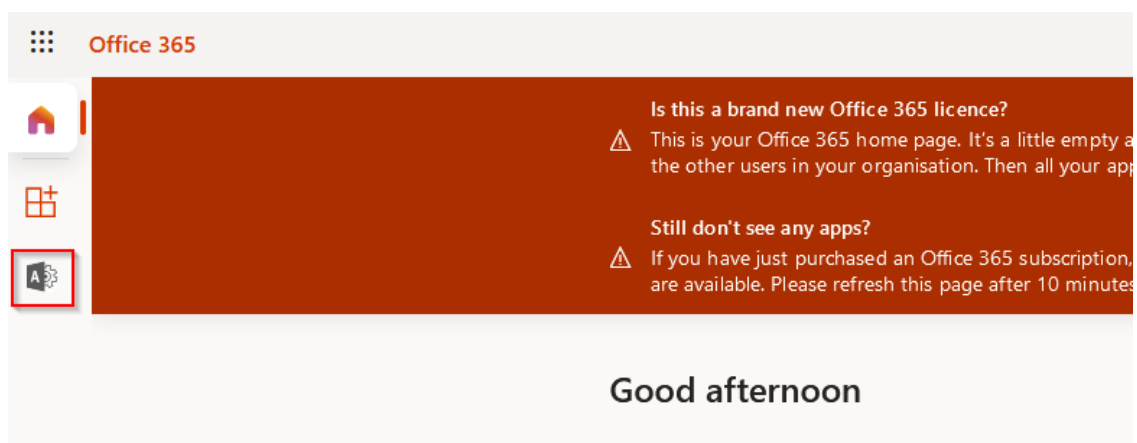
Step 1.

Go to Microsoft Online and login with administrative credentials

<https://login.microsoftonline.com>

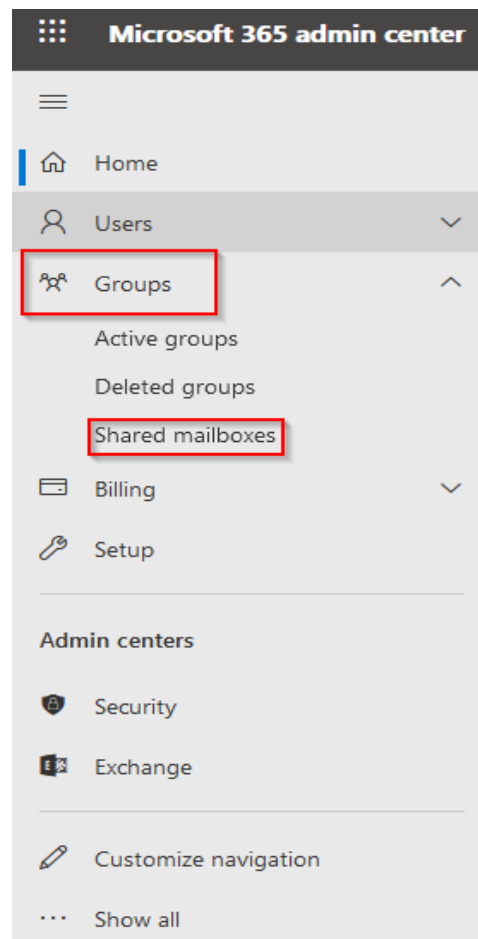
Step 2.

Once you have logged in, go to the Admin centre on the left hand side



Step 3.

Once you are in the Admin centre, expand “Groups” and click into “Shared mailbox”



Step 4.

From within the Shared mailbox area, click “Add a shared mailbox”




Step 5.


Fill out the details in the prompt as required and then click "Save changes" at the bottom, this will create the shared mailbox for you.

Add a shared mailbox

Email can be sent to and from the name and email address of the shared mailbox, rather than an individual. After you create the shared mailbox, you can add members who can read and reply to email.

Name *

Email * 

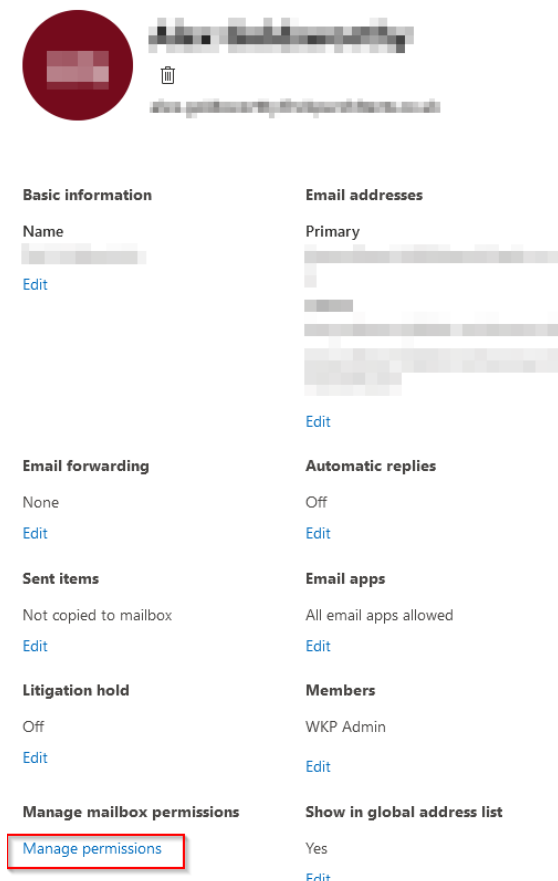
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Step 6.

Select your shared mailbox and from the menu on the right hand side of the screen, select "Manage permissions".

Add in the users that you wish to have access to the shared mailbox and save changes.

This completes the task of creating a shared mailbox



Basic information
Name
[Edit](#)

Email addresses
Primary
[Edit](#)

Email forwarding
None
[Edit](#)

Automatic replies
Off
[Edit](#)

Sent items
Not copied to mailbox
[Edit](#)

Email apps
All email apps allowed
[Edit](#)

Litigation hold
Off
[Edit](#)

Members
WKP Admin
[Edit](#)

Manage mailbox permissions
[Manage permissions](#)

Show in global address list
Yes
[Edit](#)