

Opening a Shared Mailbox from the Outlook Web Application

1. From [Office 365](#) online portal, click on the picture/silhouette in the top right-hand corner
2. From the Office 365 menu, select "**Open another mailbox**"
3. In the "**Open another mailbox**" dialog box, enter the name of the shared mailbox. If no name can be found in the dropdown, either the incorrect name was entered, or the mailbox does not exist.

A screenshot of a dialog box titled "Open another mailbox". The dialog box has a white background and a thin grey border. At the top, the title "Open another mailbox" is displayed in a dark grey font. Below the title is a large, empty text input field with a thin grey border. At the bottom of the dialog box, there are two buttons: a blue button with the word "Open" in white text, and a light grey button with the word "Cancel" in dark grey text.

4. Once the correct mailbox appears in the box, Click "**Open**" and the shared mailbox will open in a new tab in your browser.