

Shared Mailboxes

This document contains the following sections:

- [Introduction](#)
- [Subscribing Using Outlook](#)
- [Subscribing Using Entourage.](#)
- [Using an Identity](#)

For information related to this topic refer to:

- [Outlook 2007: Configuring and Using](http://www.cmu.edu/computing/doc/email/outlook/2007/index.html)
(<http://www.cmu.edu/computing/doc/email/outlook/2007/index.html>)
- [Outlook 2003: Configuring and Using](http://www.cmu.edu/computing/doc/email/outlook/2003/index.html)
(<http://www.cmu.edu/computing/doc/email/outlook/2003/index.html>)
- [Entourage: Configuring and Using](http://www.cmu.edu/computing/doc/email/entourage/index.html)
(<http://www.cmu.edu/computing/doc/email/entourage/index.html>)
- [Webmail: Using](http://www.cmu.edu/computing/doc/email/webmail/index.html) (<http://www.cmu.edu/computing/doc/email/webmail/index.html>)

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Introduction

If you have a need to access another's e-mail or send a mail message on behalf of someone else (e.g., a support person may need access his supervisor's mail or send a message for him), the instructions in this document will assist you.

IMPORTANT: Computing Services DOES NOT encourage the sharing of passwords. Use this document to share mailboxes rather than your password.

Before you begin...

Follow the steps in the [Outlook 2003: Install and Configure \(http://www.cmu.edu/computing/doc/email/outlook/2003/index.html\)](http://www.cmu.edu/computing/doc/email/outlook/2003/index.html), [Outlook 2007: Install and Configure \(http://www.cmu.edu/computing/doc/email/outlook/2007/index.html\)](http://www.cmu.edu/computing/doc/email/outlook/2007/index.html), or [Entourage: Configuring \(http://www.cmu.edu/computing/doc/email/entourage/index.html\)](http://www.cmu.edu/computing/doc/email/entourage/index.html) documentation to properly setup your mail client.

Assign Access Rights

You can not give a user access rights (permissions) to a folder or bboard using Outlook or Entourage. To assign or update a user's permissions, follow the steps outlined in the [Assign or Update Folder and Bboard Permissions \(http://www.cmu.edu/computing/doc/email/webmail/permissions.html\)](http://www.cmu.edu/computing/doc/email/webmail/permissions.html) section of the [Webmail \(http://www.cmu.edu/computing/doc/email/webmail/index.html\)](http://www.cmu.edu/computing/doc/email/webmail/index.html) document.

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Note: If you give someone access to a folder, the person will be able to view all mail messages in that folder.

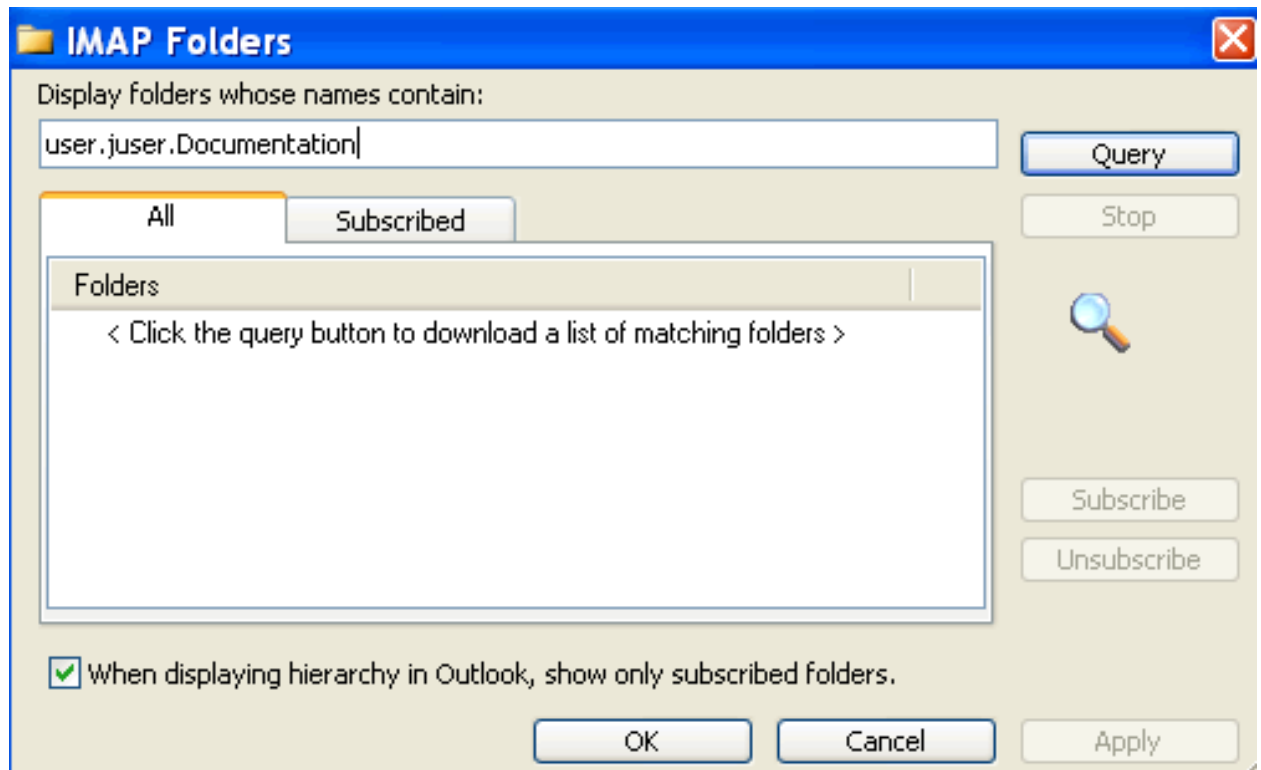
Subscribe Using Outlook

Once access rights are assigned to a folder, the user will need to subscribe to it. The path will be look like this: **user.AndrewID.folder**.

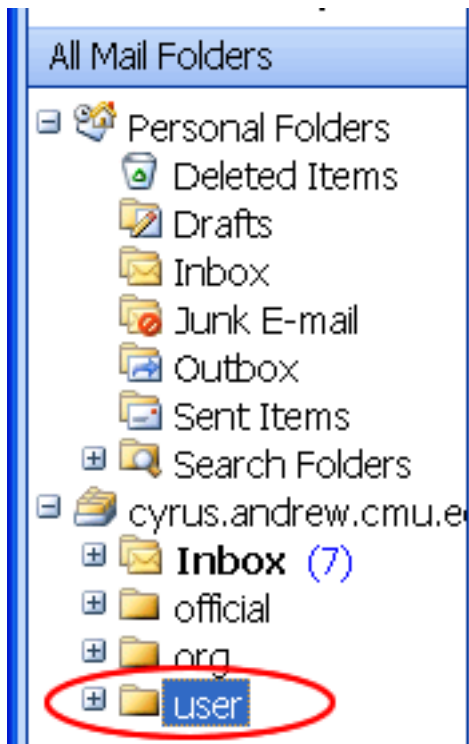
For example, Joe User shared a folder named Documentation. To subscribe to this folder, use the path **user.juser.Documentation**.

To subscribe to the shared folder in Outlook, follow these steps:

1. Select **Tools > IMAP Folders...** The IMAP Folders dialog box appears.
2. In the **Display folders whose names contain** field, enter the shared folder path.



3. Click **Query**. A list of your folders appears.
4. Select the folder and then click **Subscribe**.
5. Click **OK**. The folder will display in your folder list under user.



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Subscribe Using Entourage

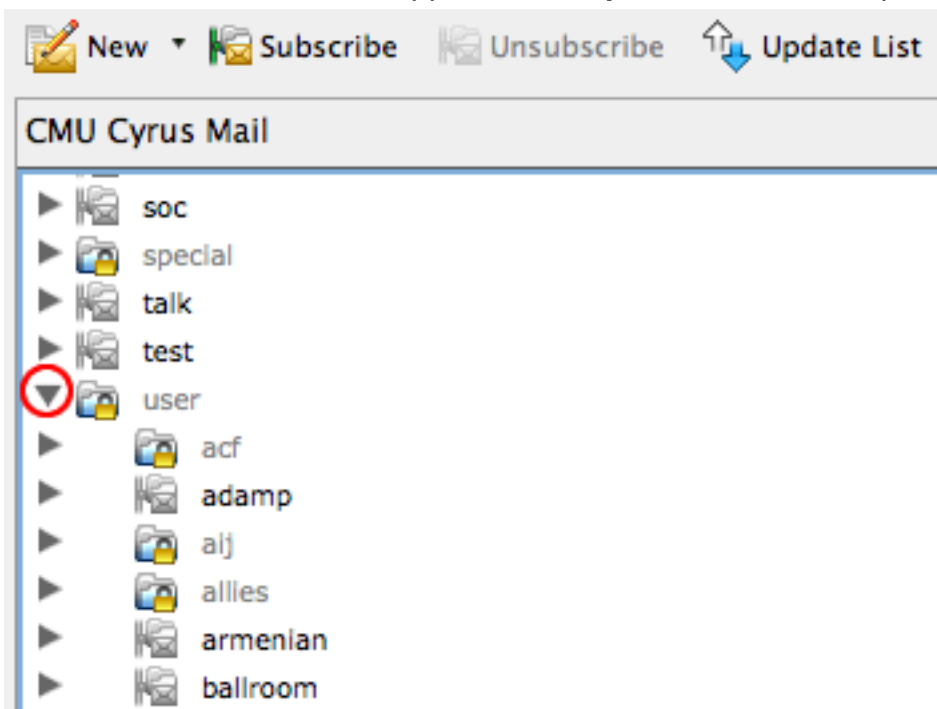
Once access rights are assigned to a folder, the user will need to subscribe to it. The path will look like this: user.AndrewID.folder.

For example, Joe User shared a folder named Documentation. To subscribe to this folder, use the path user.juser.Documentation. #

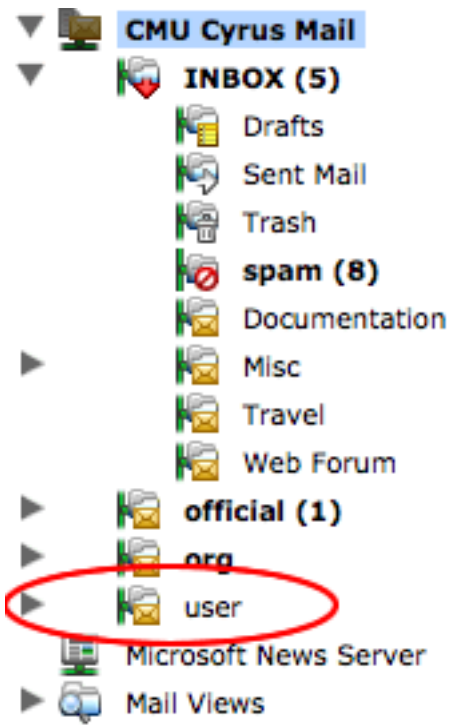
To subscribe to the shared folder in Entourage, follow these steps:

1. On the left side of the screen, select the **CMU Cyrus Mail** server. A list of folders will appear in the right pane.
2. Scroll down the list. Locate the **user** folder. Use the small triangles on the left to display the sub folders.

Note: If the folder does not appear, click **Update List** at the top of the screen.



3. Once you locate the folder, select it. Then, click **Subscribe** at the top of the window to subscribe. The folder will display in your folder list under user.



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Using an Identity

If you have a need to change your From or Reply-to information when sending e-mail, you should create an identity.

Outlook

Outlook offers a few different methods to handle identities:

Outlook 2007:

- sending mail "on behalf of"
- changing the account information
- creating a separate profile

For more information, see [Multiple Identities](http://www.cmu.edu/computing/doc/email/outlook/2007/identities/index.html) (<http://www.cmu.edu/computing/doc/email/outlook/2007/identities/index.html>) in the *Outlook 2007: Configuring and Using* (<http://www.cmu.edu/computing/doc/email/outlook/2007/index.html>) document.

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Entourage

Entourage offers two different options for identities:

- changing the account information
- creating a separate identity

For more information, see [Multiple Identities](http://www.cmu.edu/computing/doc/email/entourage/identities/index.html) (<http://www.cmu.edu/computing/doc/email/entourage/identities/index.html>) in the *Entourage: Configuring and Using* (<http://www.cmu.edu/computing/doc/email/entourage/index.html>) document.

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