Open a Departmental or Group mailbox in Outlook Web App

Use this article if you need to access or open a Department or Group mailbox using the Outlook Web Application. This article assumes you have requested permission to the mailbox and submitted a request to SOMIT to have access provided.

Step-by-step guide

Method 1: Directly access a Departmental or Group mailbox using the Outlook Web Application

NOTE: You can easily access a secondary mailbox through Office 365 Webmail in your browser.

1. Request access to the mailbox by submitting a ticket to SOMIT
2. In a browser visit https://outlook.com/yale.edu/**sharedmailboxname@yale.edu**
   
   **Example:** If you need to access club-chess@yale.edu using webmail, you would visit: https://outlook.com/yale.edu/club-chess@yale.edu
3. Enter YOUR Yale e-mail address as the username and your Yale password.
4. If you experience access issues, you have not yet been provided access to the mailbox or the email address was entered incorrectly. Attempt method 2 below to confirm which issue you are experiencing.

   Method 2: Access a Shared Mailbox in a Current Webmail Session

1. Request access to the mailbox by submitting a ticket to SOMIT
2. Log onto your mailbox is webmail at https://outlook.com/yale.edu
   
   **Username:** Your Yale e-mail address
   
   **Password:** Your Yale password
3. In the top right corner of the page, click the avatar, then select Open Another Mailbox…
4. Type the e-mail address of the target mailbox, then click **Search Directory**:

5. Select the mailbox from the list if multiple results are found, then click **Open**:

6. A new tab will open with the shared mailbox.

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