Open a Departmental or Group mailbox in Outlook client (Mac)

To open a Departmental or Group mailbox in the Outlook client on a Mac machine, use the instructions outlined below. This article assumes you have requested permission to the mailbox and submitted a request to SOMIT to have access provided. For access to another faculty or staff mailbox you will need to have that person move through instructions found on the internet to grant access to their mailbox to you.

Step-by-step guide

To open a Departmental or Group (shared) mailbox in the Outlook client for Mac:

Applies To: Outlook for Office 365 for Mac
Outlook 2016 for Mac
Outlook 2019 for Mac

1. Request access to the mailbox by submitting a ticket to SOMIT
2. Navigate to the Open a shared folder or mailbox in Outlook for Mac Microsoft Support Article
3. Scroll to the Opening additional mailboxes paragraph and follow the instructions

• NOTE: If you don’t have the shared mailbox credentials (applies to club & department mailboxes) follow the instructions below to access the shared mailbox:
  a. Enter the mailbox (ex. club-example@yale.edu or somexample@yale.edu) and click Next
  b. When prompted for the password, click Use another account instead and enter your Yale email address and then your password.
  c. If you receive an access error after supplying your current Yale password, you do not have access to the shared account and can request that access by submitting a ticket to SOMIT

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