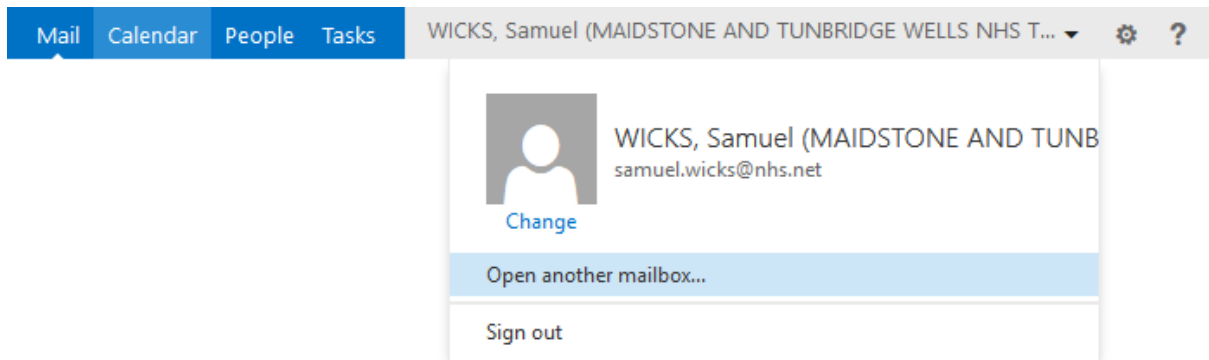


User Guide for Using Shared Mailbox Features

If you have access to a generic mailbox then you will be able to access this in two ways: via NHSmail or via Microsoft Outlook.

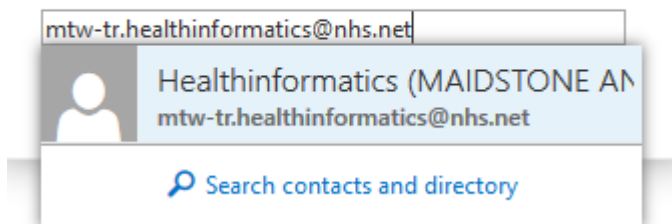
Accessing Via NHSmail

When accessing via NHSmail, you will need to be logged in to your NHS email account. When you are logged in, you should see a small grey box with your name in the top right hand corner. Clicking this will display a popup box which will show a few options. The option you will need to select is “Open another mailbox...”

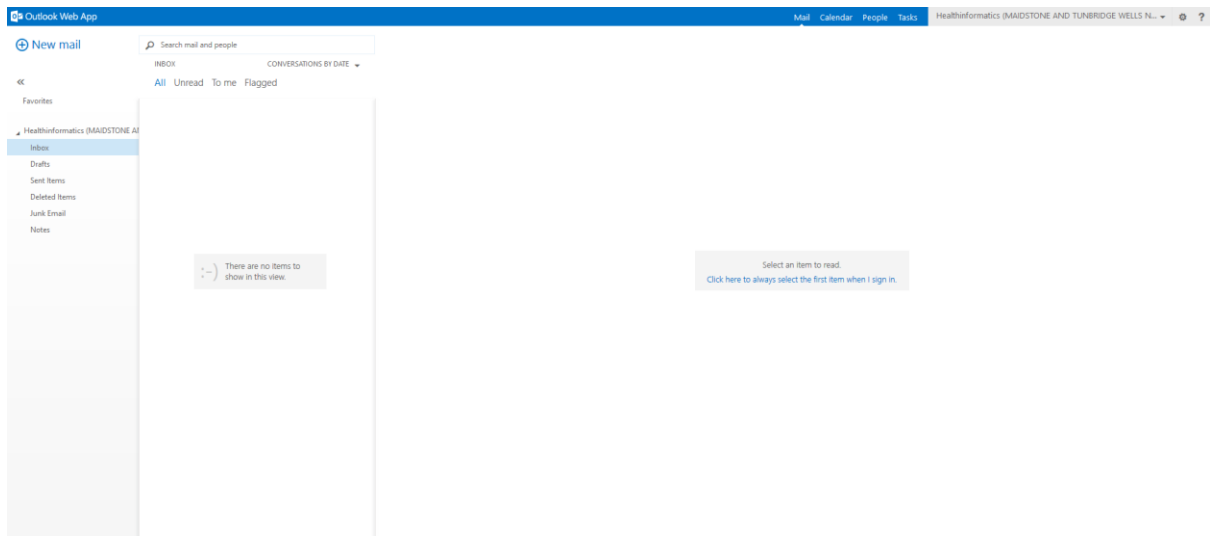


You will be prompted to put in your shared mailbox email address in the following box. Type in the email address you would like to access, e.g. mtw-tr.healthinformatics@nhs.net into the box and click “Open”.

Open another mailbox

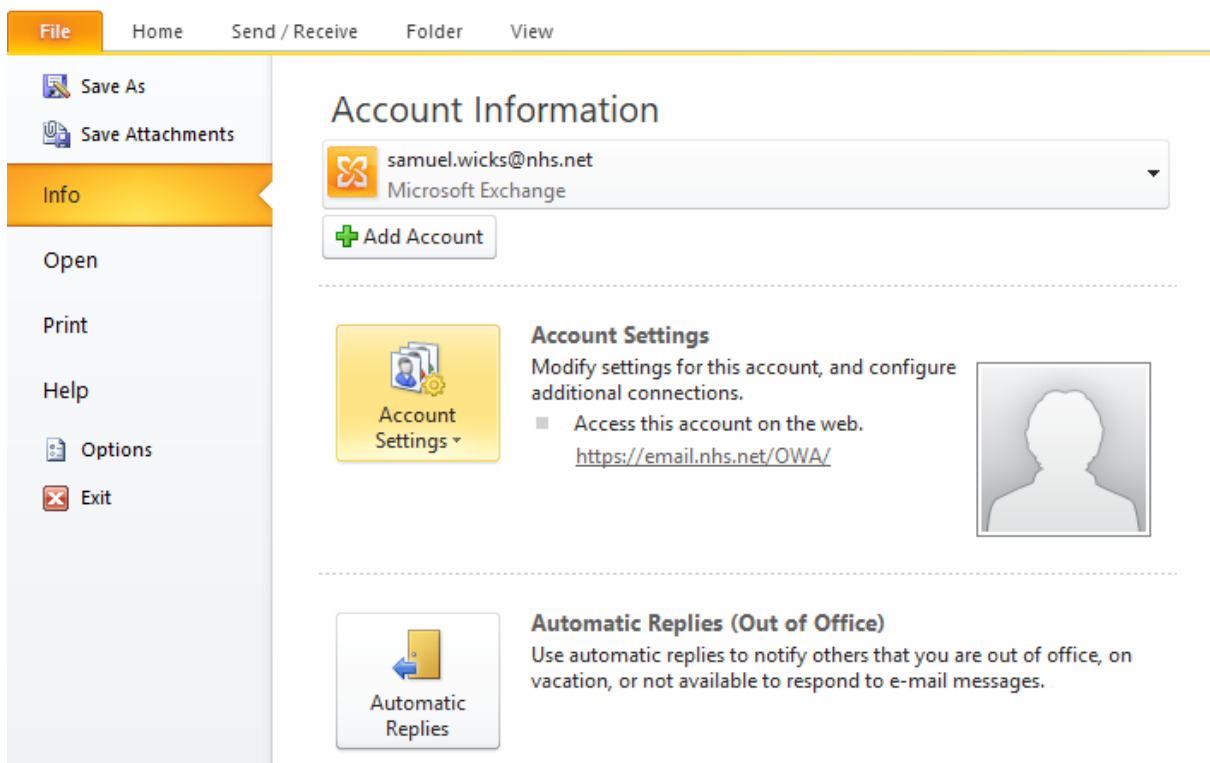


The mailbox should open up just like your main email account. You will be able to send and receive emails from here and perform most of the same actions as any other email address.



Accessing Via Outlook

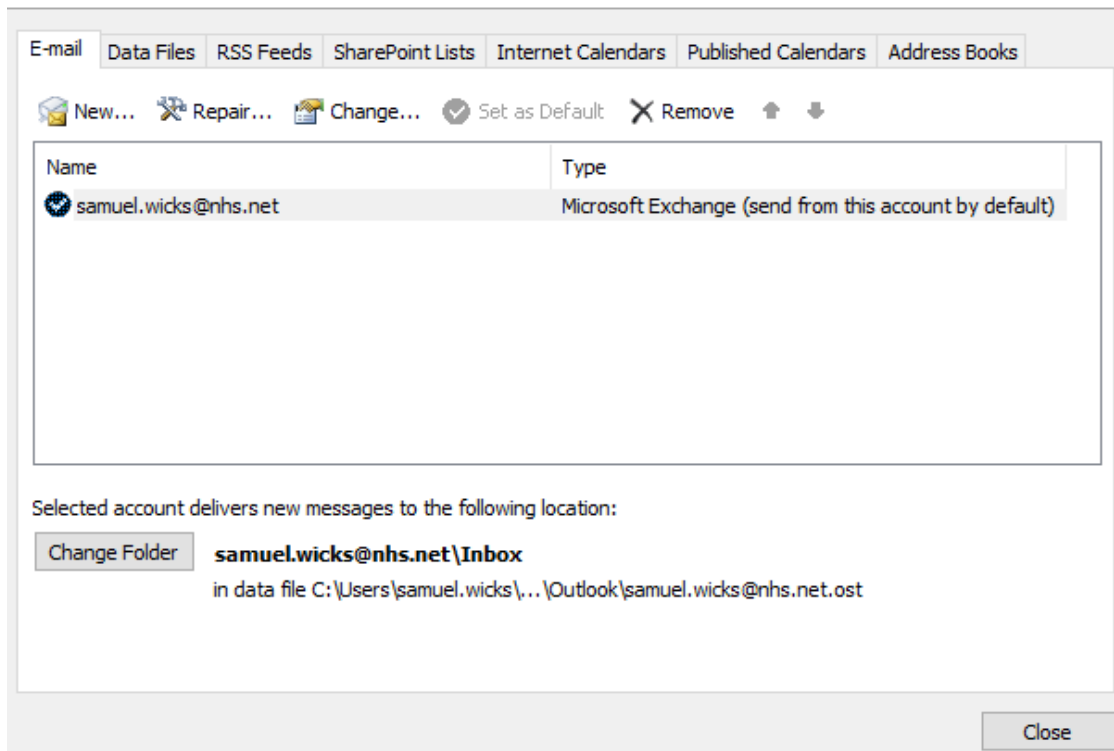
When accessing via Outlook, you will need to be logged in to your NHS email account. Ordinarily, this will load when you log in to outlook but sometimes it will need to be loaded manually. To do this you will need to click “File”, and then navigate to the “Account Settings” tab and click the box of the same name.




This will open the “Account Settings” window and will give a multitude of options for you to follow. In the email tab (which opens by default), click your email address and then click the change icon.

E-mail Accounts

You can add or remove an account. You can select an account and change its settings.



The screenshot shows the 'Account Settings' dialog box in Outlook. The 'E-mail' tab is selected. At the top, there are tabs for 'Data Files', 'RSS Feeds', 'SharePoint Lists', 'Internet Calendars', 'Published Calendars', and 'Address Books'. Below these are icons for 'New...', 'Repair...', 'Change...', 'Set as Default', and 'Remove', along with up and down arrows. A table lists the email accounts:

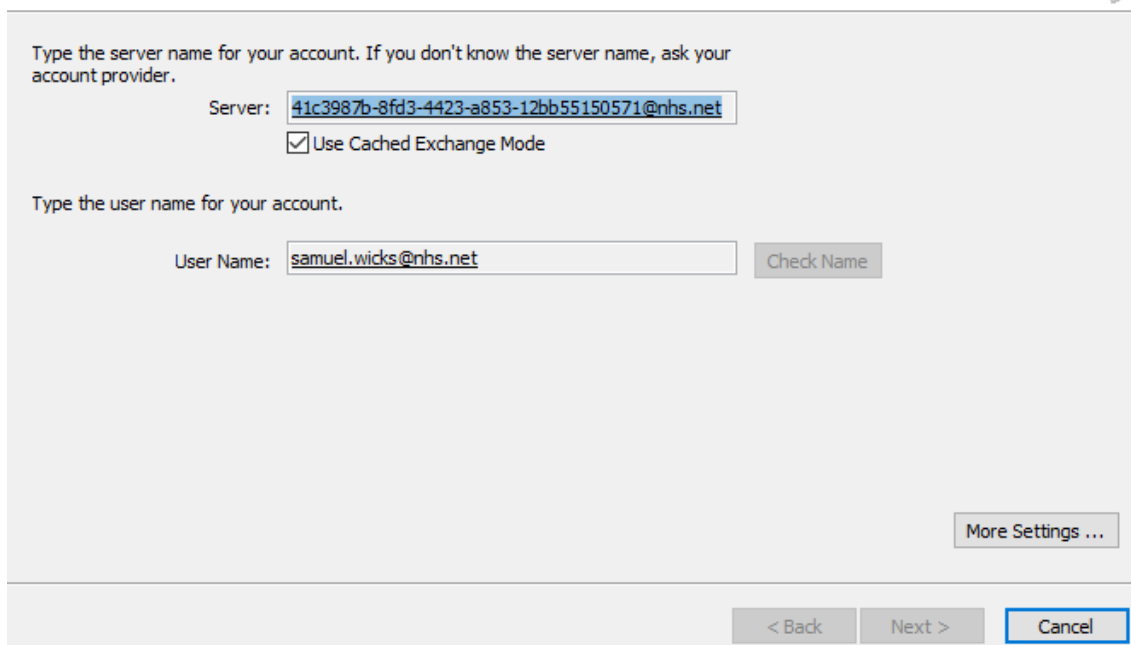
Name	Type
 samuel.wicks@nhs.net	Microsoft Exchange (send from this account by default)

Below the table, it says 'Selected account delivers new messages to the following location:'. There is a 'Change Folder' button and the text: **samuel.wicks@nhs.net\Inbox** in data file C:\Users\samuel.wicks\...\Outlook\samuel.wicks@nhs.net.ost. A 'Close' button is at the bottom right.

From there you will need to click the “More settings...” box.

Server Settings

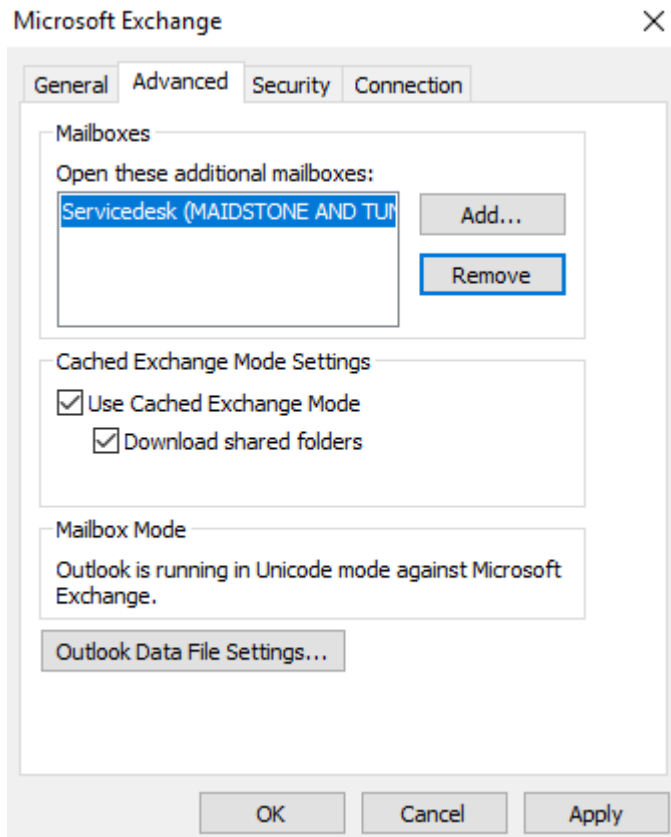
Enter the information required to connect to Microsoft Exchange or a compatible service.



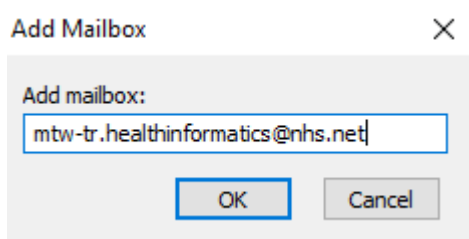
The screenshot shows the 'Server Settings' dialog box. It contains the following fields and options:

- Text: 'Type the server name for your account. If you don't know the server name, ask your account provider.'
- Server:
- Use Cached Exchange Mode
- Text: 'Type the user name for your account.'
- User Name:
-
- Bottom navigation:

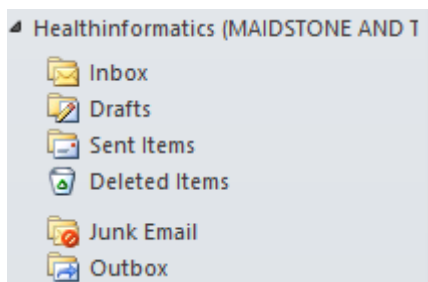
When the “Microsoft Exchange” window opens, click the “Advanced” tab and then click the “Add” box.



Within the add mailbox field, enter the shared mailbox name that you wish to use, e.g. mtw-tr.healthinformatics@nhs.net and then click OK.



You can now click OK on the “Microsoft Exchange” window. Click next on the “Change Account” window and then click finish. It may take a few moments but the shared mailbox should appear in the next few seconds.



You will be able to treat this mailbox the same as your other email address within outlook with all the same features.

If you encounter a problem or a variance to this guide, please feel free to call the Service Desk on #105 or 35999 or 01892 635999 Open Mon - Fri - 08:00 to 18:00 (except Bank holidays).

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