How to Access a Shared Mailbox

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Introduction

This document will show users how to access a shared mailbox using Outlook’s desktop client or Outlook Web Agent (OWA). In the past, to access a shared mailbox, users would need to know the password to log in directly to the mailbox via OWA or add the mailbox to their desktop client. Knowledge of the mailbox password is no longer required. Access can be granted via as little as a SharePoint form, and once a user has access, adding the mailbox to a client or accessing via OWA is as simple as a few clicks – no password memorization required.
Requesting Access to a Shared Mailbox

Requesting access to a shared mailbox is simple. First, you’ll need to decide what level of access you need. Click on the following SharePoint link: https://sharepoint.aa.com/Services/Client/Email/mailbox%20permissions.aspx

Request or Remove Permissions on a Mailbox

Before requesting permissions, it is a good idea to understand the options available to you. Be clear on what you are trying to achieve and follow the instructions below:

- **The first level of permission** is to act as a Delegate and this can be done through Outlook.
- **The second level of permission** is to have "Full Access" to all the content of a mailbox. This does not give the permission to "Send As".
- **The third level** is the ability to "Send As" a specific mailbox and this is a security-related permission with specific instructions.

**If you need**

<table>
<thead>
<tr>
<th>Delegate/Send on behalf</th>
<th>Full Access–Content only</th>
<th>Send-As</th>
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<tbody>
<tr>
<td>Delegates can be granted rights to folders, receive meeting invites and &quot;send on behalf&quot; permission to the mailbox.</td>
<td>(This does not give rights to &quot;send as&quot;. If you require &quot;send as&quot; permissions, see the next item.) Allows a user to log directly into a mailbox with Outlook or Outlook Web Access (OWA), and add the mailbox as a secondary mailbox in Outlook. Does not provide the user the ability to &quot;send as&quot; or &quot;send on behalf of&quot; the mailbox. This right is granted separately.</td>
<td>Ability to &quot;send as&quot; a specific mailbox from Outlook and OWA. <a href="http://security-sea.aa.com/forms.asp">How do I request Send As permissions</a></td>
</tr>
<tr>
<td>How the permission is added: Added via Outlook. You may do this yourself within Outlook and there is no need to request it through other channels. For more information, go to the <a href="http://security-sea.aa.com/forms.asp">Delegate page</a>.</td>
<td>How the permission is Added: This permission can ONLY be added by using the link on the Email Services site under &quot;Services&quot;. Click on the link below to request Full Access. Once this is done, if you also require &quot;Send As&quot; ability, proceed to the next box: <a href="http://security-sea.aa.com/forms.asp">Request or Remove Permissions on a Mailbox</a></td>
<td>How the permission is Added: This permission can ONLY be added by making a request via the HP Security Forms site at <a href="http://security-sea.aa.com/forms.asp">http://security-sea.aa.com/forms.asp</a>. Please choose the Windows Access Request (WAR) form.</td>
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For most shared mailbox users, Full Access – Content Only is the appropriate level of access. Note that if you do require Send As privileges, you must request Full Access – Content Only privileges with the SharePoint form and then also submit a Windows Access Request specifically for Send As privileges. Once you have the appropriate level of access, you’re ready to get to the shared mailbox.
Accessing a Shared Mailbox Via Outlook Desktop Client

Outlook 2010 and 2007

1. Login to your mailbox.
2. From the Tools menu, choose Account Settings...
3. In Outlook 2007, from the Email tab, select your account and click Change...

   In Outlook 2010, from the File tab, choose Account Settings. From the drop-down menu, choose Account Settings....

4. Click More Settings..., and then from the Advanced tab, select Add... .
5. Type the name of the departmental mailbox (e.g., Email Services), and click OK.
6. Click OK again to close the More Settings window. Click Next, then Finish, and then Close.

Accessing a Shared Mailbox Via Outlook Web Agent

1. Login to your mailbox – https://webmail.aa.com
2. Click on your name in the top right-hand corner
3. Type in the shared mailbox (for example, “Email.Services@aa.com”) in the “Open Other Mailbox” prompt and click Ok.