Adding Another Mailbox to Outlook M365 or 2016

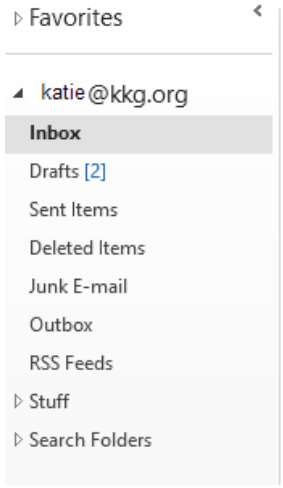
Updated: Mar 24, 2026

NOTE: Before adding another mailbox you'll need permissions to the account. This document assumes you were already granted these permissions.

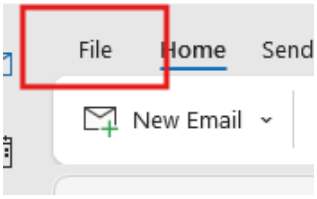
For Instructions to the New Outlook, go here.
Instructions for Outlook Classic or Outlook Legacy:

1. Let's start by opening Outlook.

2. You want the mailbox to appear on the left side where your current mailbox is.



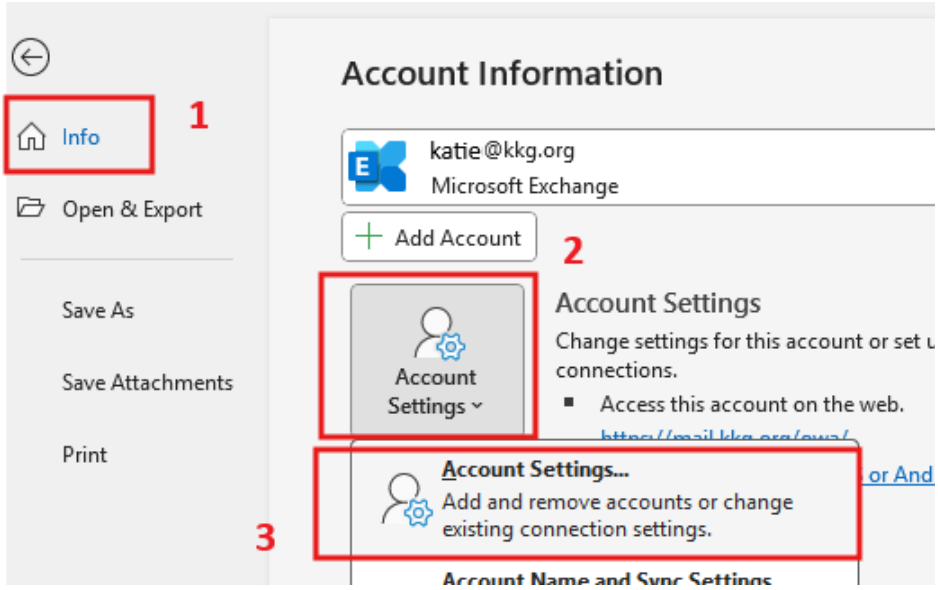
3. Click the "**File**" tab in the upper left corner.



4. Click "**Info**" on the left side.

5. Click "**Account Settings**" to open the drop-down menu.

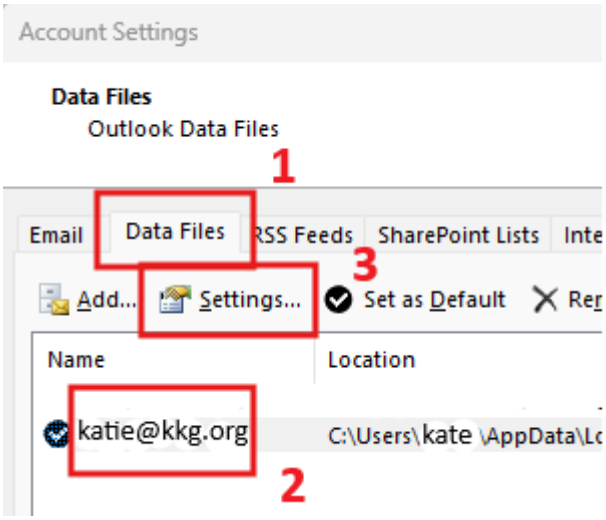
6. Click "**Account Settings**" — the first option in the drop-down menu.



7. Click the “**Data Files**” tab.

8. Click your name to highlight it.

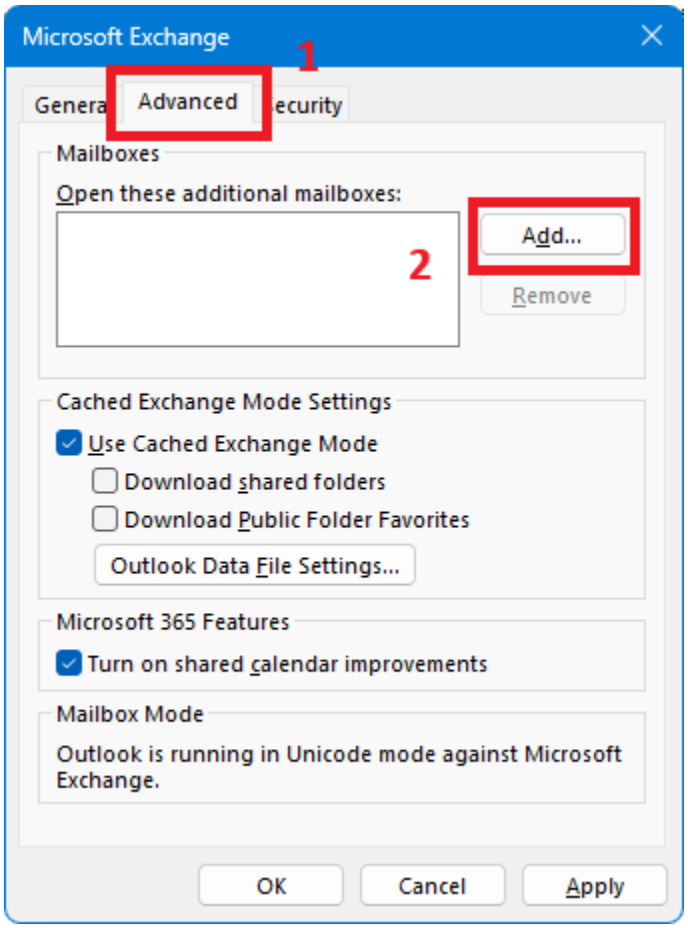
9. Click “**Settings**.”



10. Click the “**Advanced**” tab.

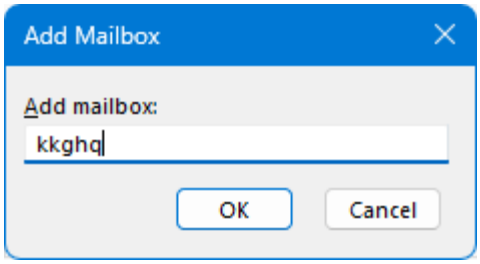
11. Assuming the mailbox you're connecting to isn't already listed in the white area, click “**Add**.”

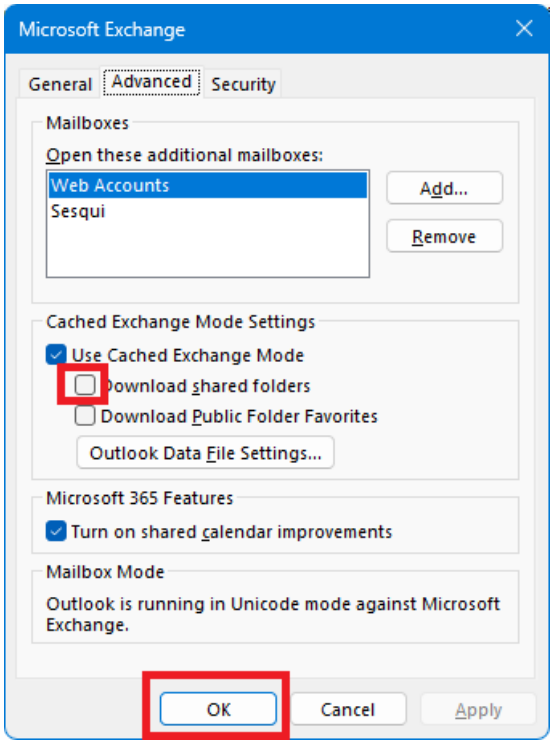
12. You can also remove any mailboxes you don’t want connected.



13. Type in the username or email address of the mailbox/person you want to add.

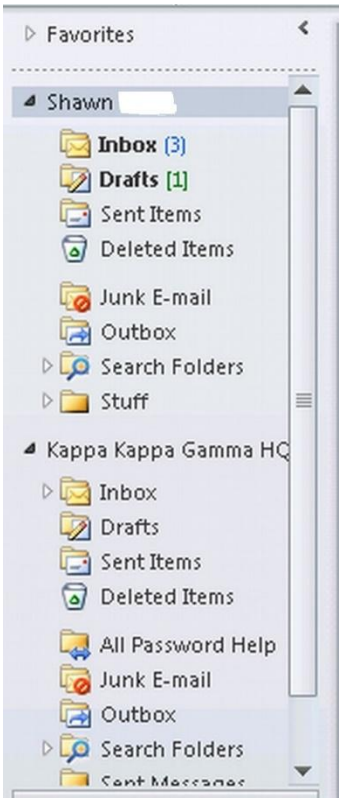
14. Click “**OK**.”





14. Uncheck “Download shared folders”.
15. Make sure the full name of the mailbox appears in the white area. If it does, click “**OK**.”

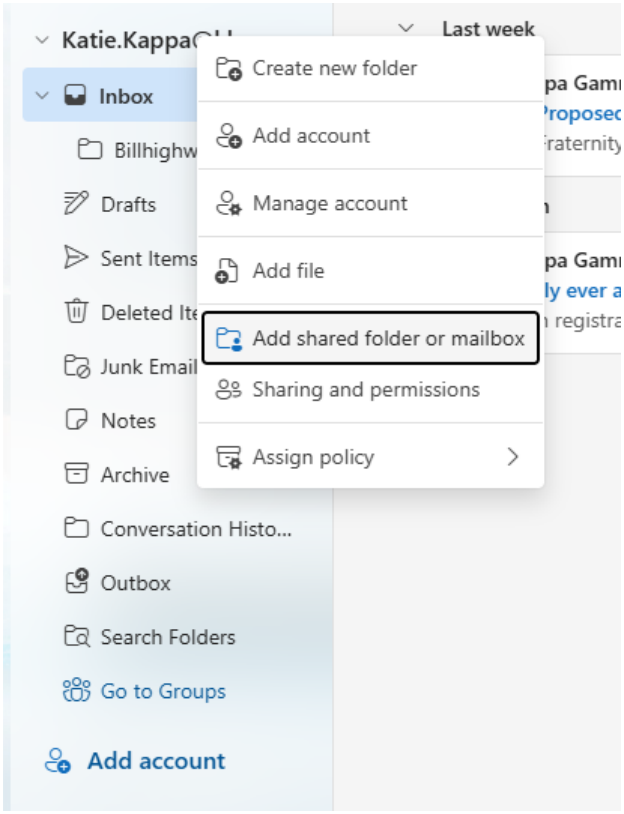
16. Click “**Close**.”



17. The new mailbox should now be displayed on the left side. If you get an error when you click the arrow to expand the mailbox, you may have one of these two issues.
    a. You don't have permissions to the mailbox.
    b. You were recently given permission to the mailbox. Try logging off and then logging back in.

Instructions for the New Outlook

1. Right click on your name and select “Add shared folder or mailbox”.



2. Type in the username or email address of the mailbox/person you want to add. Then click continue.

