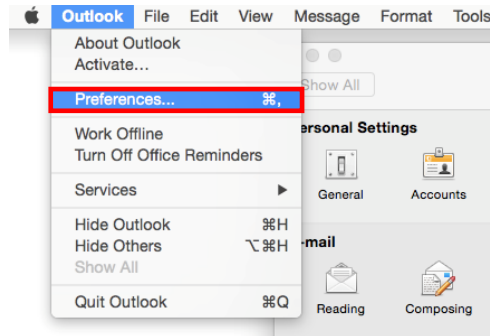


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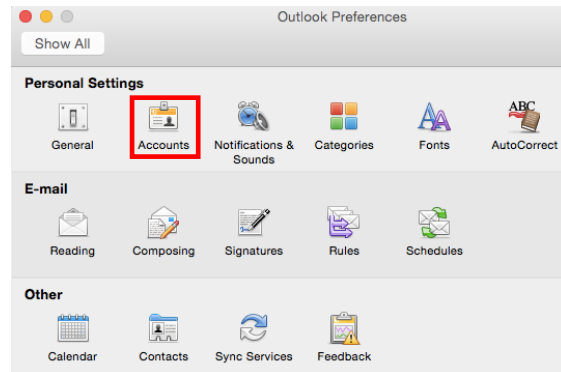
Prior to the setup please ensure that you have been provided with full access to the shared mailbox. To apply for access, please contact the Help Desk helpdesk@adfa.edu.au

Step 1 – Go to Account Settings

Open up the Outlook application and select **Preferences**

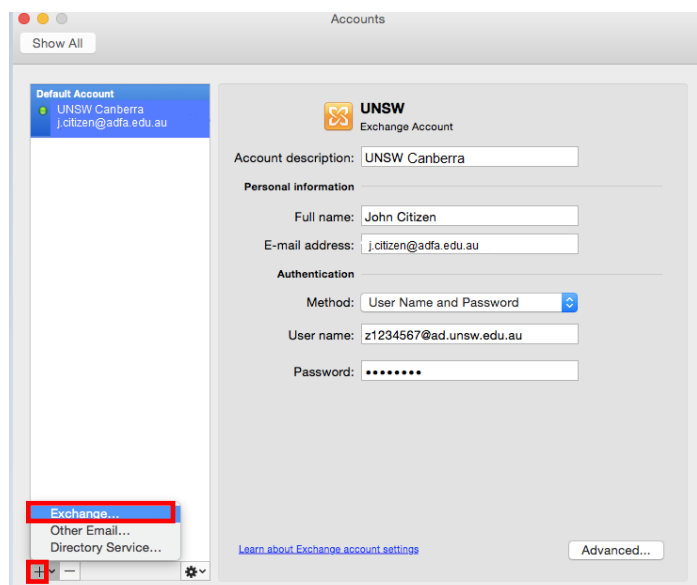


In the Outlook preferences click **Accounts**



Step 2- Add a New Account

In Accounts click on the + icon and then select **Exchange**



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Step 3 – Enter Account Details for the Shared Mailbox

Enter the following details:

E-mail address: Email Address of Shared Mailbox e.g. it.servicecentre@unsw.edu.au

Method: User Name and Password

User name: zID@ad.unsw.edu.au

Password: zPass

Tick **Configure Automatically**

Click **Add Account** to Continue

If you are prompted to authenticate, please log-in with the details above and click **OK**

Enter your Exchange account information.

E-mail address:

Authentication


Method:

User name:

Password:

Configure automatically

Account Information

 Enter your account information for "ITU Service Centre"

User name:

Password:

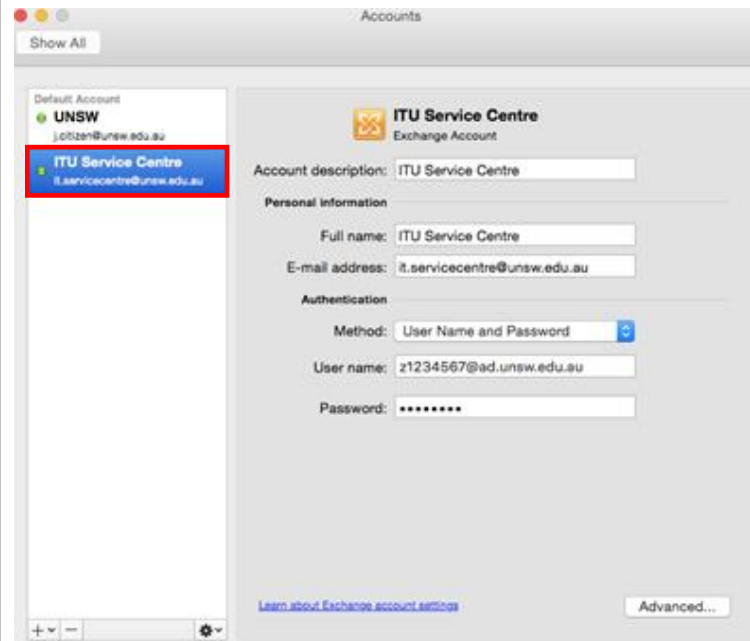
Remember this password in my keychain

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Step 4 – Complete Setup

Verify and update the details of the shared mailbox if necessary

The icon for the additional account should turn green once the details have been verified.



Step 5 – Account Added

Your shared mailbox should now be successfully added to your UNSW Canberra email account.

The new email account will appear as an additional mailbox just under your staff Inbox

