

## Quick Reference Guide

The following instructions will walk you through the process for setting up a UNSW Shared Mailbox on the Microsoft Outlook application for Windows.

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 IT Service Centre ([it.servicecentre@unsw.edu.au](mailto:it.servicecentre@unsw.edu.au))

**Note: If you have shared mailboxes configured prior to migration no changes are required.**

### Step 1 – Go to Account Settings

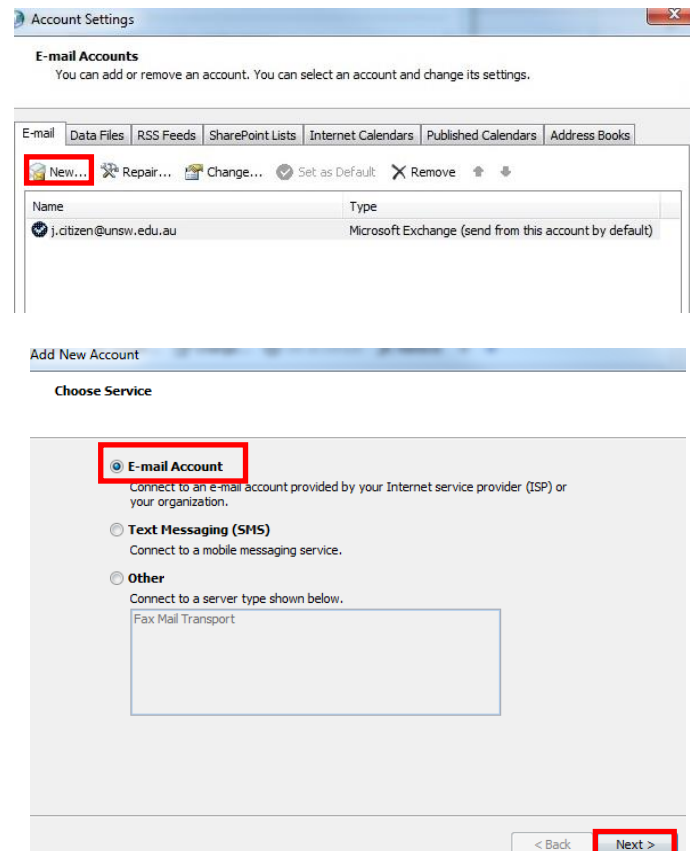
Open up the Outlook select **File -> Account Settings**



### Step 2- Add a New Account

In the Account Settings

Click **New** to add a new account



Select **E-mail Account** and then click **Next**

### Step 3 – Enter Account Details for the Shared Mailbox

Enter the following details:

**Your Name:** Name of Shared Mailbox e.g. ITU Service Centre

**E-mail Address:** Email Address of Shared Mailbox e.g. [it.servicecentre@unsw.edu.au](mailto:it.servicecentre@unsw.edu.au)

**Password:** (leave blank)

**Retype Password:** (leave blank)

Click **Next** to Continue

**Add Account**

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**E-mail Account**

Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

Password:

Retype Password:   
Type the password your Internet service provider has given you.

**Manual setup or additional server types**

< Back **Next >** Cancel

### Step 4 – Authenticate with zID and zPass

In the Windows Security box, enter the following credentials:

**User Name:** [zID@ad.unsw.edu.au](mailto:zID@ad.unsw.edu.au)

**Password:** zPass

Tick the **Remember my credentials** box

Click **OK** to Continue

**Windows Security**

**Microsoft Outlook**  
Connecting to it.servicecentre@unsw.edu.au

Remember my credentials

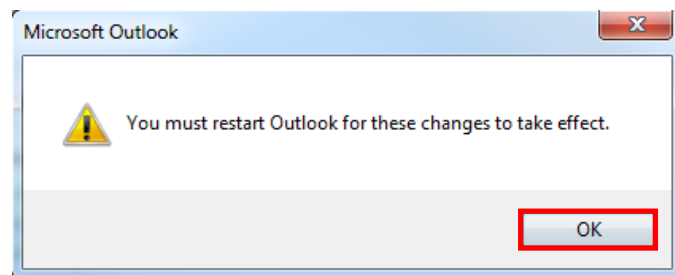
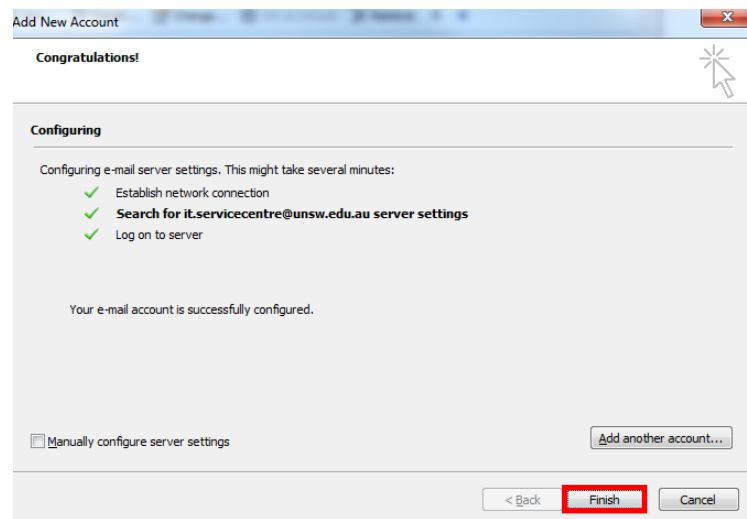
**OK** Cancel

## Step 5 – Complete Setup

Click on **Finish** to complete setup

Click **OK** and restart the Outlook application

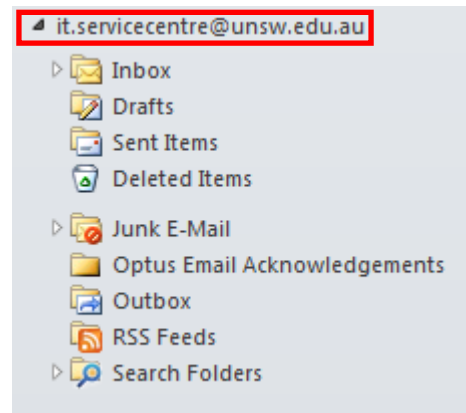
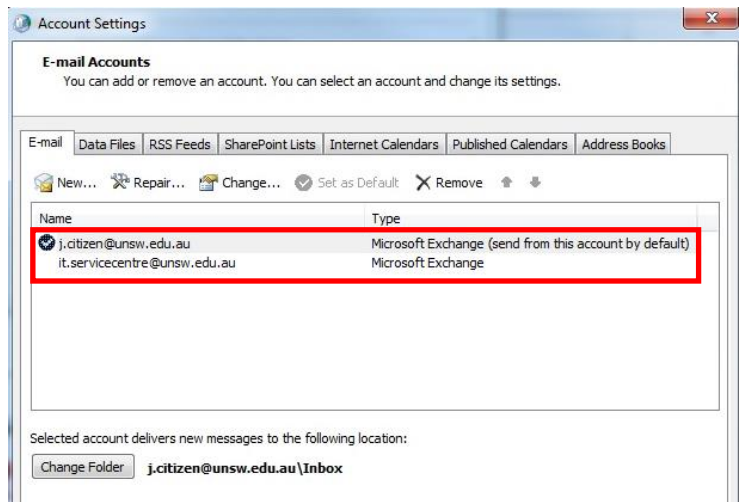
Note: If the Windows Security box re-appears upon restart, enter your credentials again as per Step 4.



### Step 6 – Account Added

Your shared mailbox has now been successfully configured on your Outlook email client.

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



If you require any additional assistance please contact the IT Service Centre - Tel: 9385 1333  
Email: [ITServiceCentre@unsw.edu.au](mailto:ITServiceCentre@unsw.edu.au)