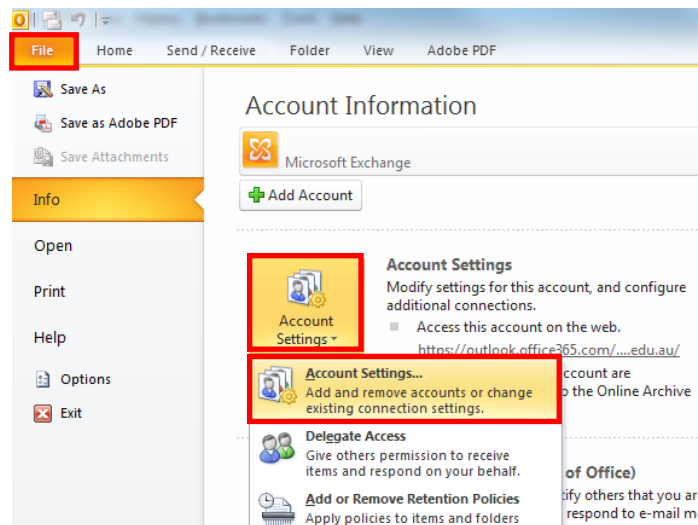The following instructions will walk you through the process for setting up a UNSW Shared Mailbox on the Microsoft Outlook application for Windows.

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)

Note: If you have shared mailboxes configured prior to migration no changes are required.
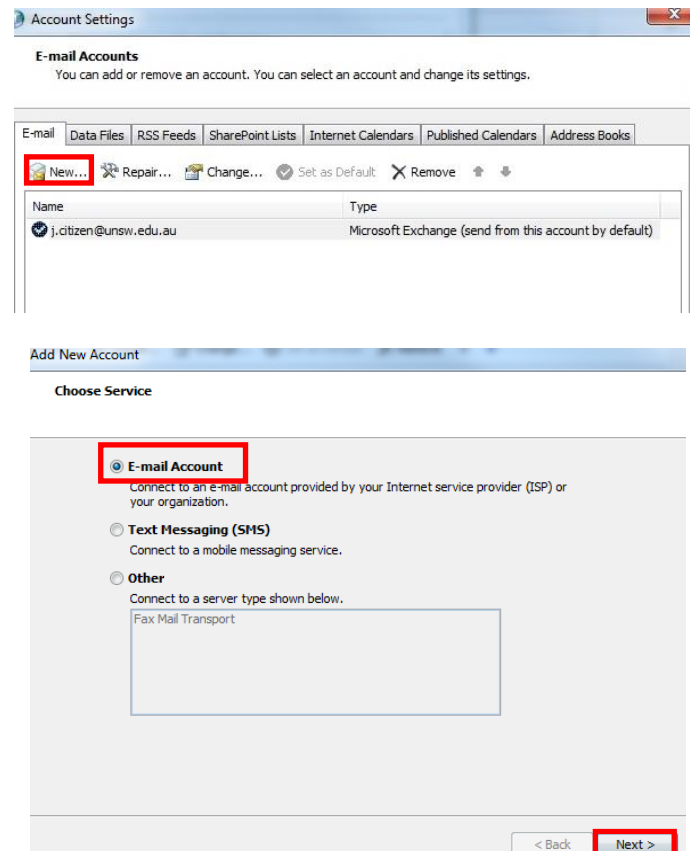
Step 1 – Go to Account Settings	
Open up the Outlook select **File** -> **Account Settings**	
Step 2- Add a New Account In the Account Settings Click **New** to add a new account Select **E-mail Account** and then click **Next**	

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

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 **A**ccount

Your Name: | ITU Service Centre
Example: Ellen Adams

E-mail Address: | it.servicecentre@unsw.edu.au
Example: ellen@contoso.com

Password:
Re**t**ype Password:
Type the password your Internet service provider has given you.

○ **Manual setup or additional server types**

< **B**ack | **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

Password: zPass

Tick the **Remember my credentials** box

Click **OK** to Continue

Windows Security

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

z1234567@ad.unsw.edu.au
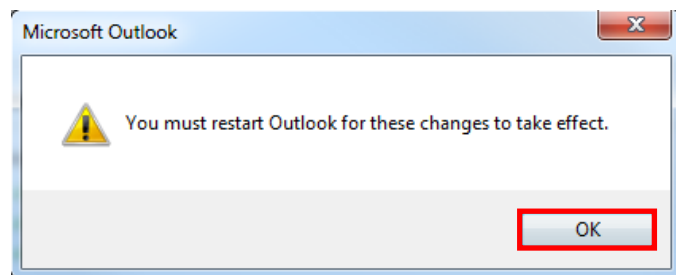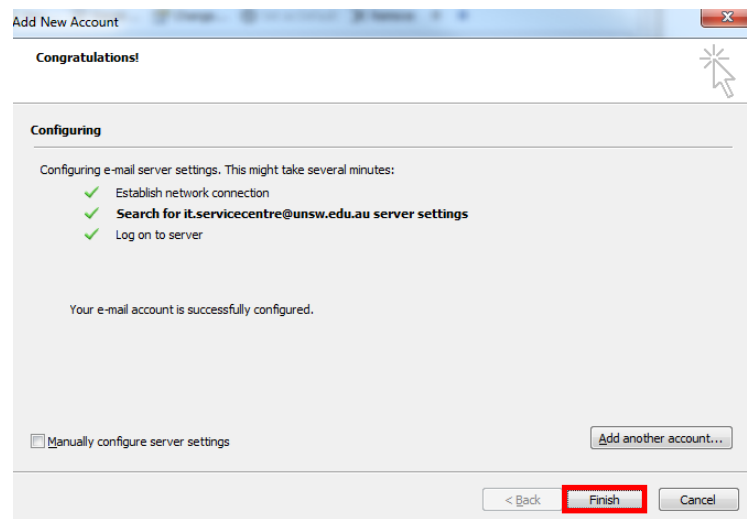••••••••
☑ Remember my credentials

OK | Cancel

Step 5 – Complete Setup

Click on **Finish** to complete setup

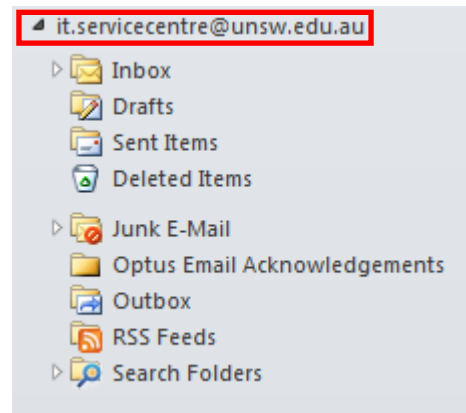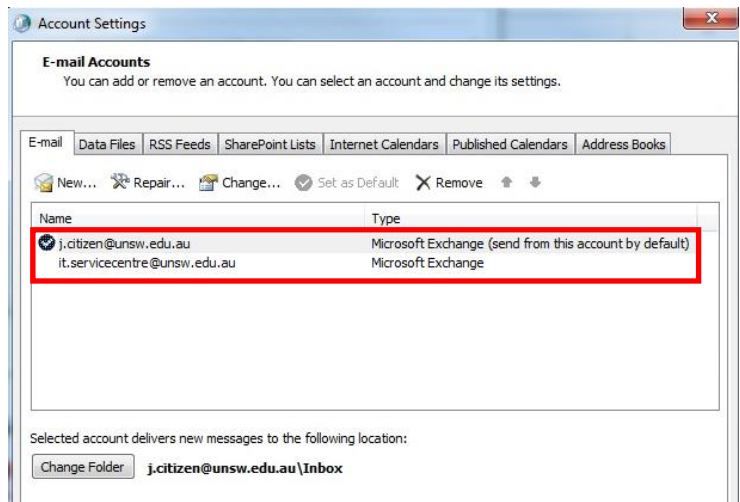Click **OK** and restart the Outlook application

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**