Using Shared Mailboxes
Office 365 Web Interface

**Required Items:** MyYSU Portal access, Web browser that supports the standard version of the Outlook Web App

This guide will assist you with using Shared Mailboxes in the Office 365 Web Interface. The instructions are listed in steps - please be sure to complete all of the setting changes in each step before moving on to the next.

**Note:** If you are using a web browser on a mobile device such as a tablet or smartphone, it may not support the full version of Outlook Web App and will instead present the *light version* of Outlook Web App that does not have this feature.

**Step 1:** Log in to the MyYSU Portal from [https://my.ysu.edu](https://my.ysu.edu) or [http://www.ysu.edu](http://www.ysu.edu) with your MyYSU user name and password.

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Secure Access Login

**User Name:** pt-penguin

**Password:** ************

[Login] [Cancel]

Unauthorized use of Youngstown State University computer and networking resources is prohibited. Any use of this system acknowledges your awareness of, and agreement with, the Youngstown State University Acceptable Use Policy. Any violators of this policy will be subject to disciplinary action, which may include prosecution.

First time here? Click here for instructions.
Having problems logging in? Click here.
Step 2: Click the Office 365 button and log into the system with your MyYSU User Name and Password

Step 3: Click on your name in the upper right corner and then choose “Open another mailbox…”
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Step 4: Enter the name of the mailbox (i.e. to access examplemailbox@ysu.edu you would type in examplemailbox) and click Open.

This will change your mailbox to the Shared Mailbox. Anything you send from this mailbox will be sent as the Shared Mailbox name.

Note: It will take 24 to 48 hours before all mailbox permissions apply once a user has been added to a Shared Mailbox. If you try to access the mailbox or send email from the mailbox during that time you will receive errors.

Step 5: When you are finished using the shared mailbox, there are two methods to switch back to your Personal Mailbox:

• Method 1: Follow the instructions in Step 3 and Step 4 but enter your username (i.e. “ptpenguin”) in the Open Other Mailbox pop-out

• Method 2: Sign Out of Office 365 and then log back in with your normal MyYSU username and password