

# PennO365 Shared Mailboxes

Last Modified on 06/18/2024 4:45 pm EDT

This article provides instructions on requesting and opening a shared mailbox in Penn's O365 mail system.

## Before You Start

You will need the following before you can complete this task:

- An active PennKey account
- Access to a PennO365 email address

## Table of Contents

- [Requesting a Shared Mailbox](#)
- [Accessing a shared mailbox](#)
- [Passwords](#)
- [Questions?](#)

## Requesting a Shared Mailbox

### Requesting a new shared O365 email account

- Write to your [Wharton Computing Support Representative](#) requesting a shared mailbox to be created with the desired email address. The front part of the address (before the @wharton.upenn.edu) must be between 9 and 17 characters to meet naming standards.
- Provide a display name for the mailbox (often some variation of the email alias).
- Provide the PennKeys of everyone who should have **Send As** access and/or **Full Access** to the mailbox.

### Requesting access to a shared O365 email account

If you need access to an already-created O365 account:

- Write to your [Wharton Computing Support Representative](#) to request **Send As** access and/or **Full Access** to a shared mailbox
  - Include the **email address of the mailbox** in your request.
  - Provide the PennKeys of everyone who should have **Send As** access and/or **Full Access** to the mailbox.

Once changes have been made, it takes approximately 15 minutes to receive access to the account.

## Accessing a shared mailbox

[^Top](#)

### Accessing a shared mailbox using Outlook on the web

- Log in as yourself to your regular PennO365 account.

- Go to your picture in the top right hand corner.
- Select **open another mailbox**.
- Search for and **select the mailbox**.

## Accessing a shared mailbox using the Outlook client (Windows)

- You should be able to see the email as an additional mailbox in your Outlook profile about 15 minutes after it has been delegated, but you can also set up a separate profile using your own credentials (see directions in the next step).

### Creating an Outlook profile (Mail Merge Option):

If you need to create a mail merge with mail coming from the address of the shared mailbox, you will need to sign out of your mail profile and sign into the shared account. To create a profile for the shared account in your Outlook, follow these directions:

- Go to **Control Panel**, search for and select **Mail (Microsoft Outlook)** => **Show profiles...=> Add**.
- **Enter a description**. This will bring you to the Add Account window. It should either show an empty name and email address field, or it will autofill your information.
- **Change the email address** to the shared account's address (eg: *whausername@wharton.upenn.edu*). Name and password fields can be ignored. Note: any shared account will have **wha** prepended to the username.
- Once Outlook finds the account, a new window will pop up with the shared email auto-filled in the account field. Continue to the next prompt.
- Another window will pop up with the shared email auto-filled. Change the email address to your **PennO365 username** (eg. *pennkey@upenn.edu*) and your **O365 password** (it needs to be an account that has access to the shared mailbox) and **click OK**.

This should finish the setup and now you can access the account in its own profile.

## Accessing a shared mailbox using the Outlook client (Mac)

- In Outlook, navigate to **File => Open => Shared Mailbox...**
- Start typing the email address and select and open the mailbox once it appears.

[^Top](#)

## Passwords

Access to non-PennKey mailboxes is limited to delegation only. Logging in with a password on new non-PennKey mailboxes is automatically disabled. This was done to mitigate security risks as non-PennKey user accounts cannot participate in Penn's Two-Step Verification service.

## Questions?

[^Top](#)

For questions, contact your [Wharton Computing Support Representative](#)

---