

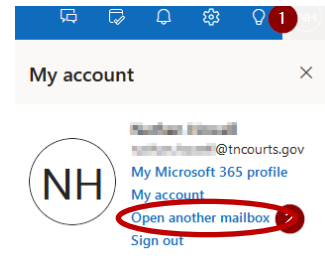
Accessing a Shared Mailbox

If you would like to access a shared mailbox, the mailbox will need to be accessed through Outlook on the web. Through the web portal you will be able to create rules and share items.

Note: To access a shared mailbox, you will need to have rights to the mailbox. To create rules or share items you will need to have read/write access or be the mailbox owner.

1. Log into your Outlook account via <https://outlook.office365.com>.
2. Once logged into Outlook, click **My Account** (your initials) found in the top-right corner.
3. My Account will open, click **Open another mailbox**.
4. In the field that will appear, type in the mailbox name that you want to sign into.

Examples: ICJPortal@tncourts.gov, amy.pond@tncourts.gov



Open another mailbox

A screenshot of the 'Open another mailbox' dialog box. The dialog box has a title bar with 'AOC-Test-1' and a close button. Below the title bar, there is a text input field containing 'AOC-Test-1'. At the bottom of the dialog box, there are two buttons: 'Open' and 'Cancel'.

5. Next, click the Open button. After clicking Open you will be signed into the shared mailbox.

Note: Signing into a shared mailbox has the benefit of allowing you to create rules and share items as if you are logged in as the mailbox.

Managing Rules in a Shared Mailbox

To manage rules in a shared mailbox, do the following:

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1. Log into your Outlook account via <https://outlook.office365.com>.
2. Open the shared mailbox.
3. Select the gear icon found in the top-right corner. This will open the Settings panel.



4. Select Mail.
5. Then select Rules.
6. Create a rule for the shared mailbox.

A screenshot of the Outlook Settings and Rules interface. On the left, the 'Settings' panel is open, showing a search bar and a list of categories: General, Mail (with a red circle containing '1'), Calendar, and People. Under 'Mail', 'Rules' is selected (with a red circle containing '2'). The main area shows the 'Rules' configuration page. It has a title bar 'Rules' and a list of rules. The first rule is 'Test' with a checkmark. Below it, there are three numbered steps: '2 Add a condition' with a dropdown menu 'Select a condition', '3 Add an action' with a dropdown menu 'Select an action', and 'Add an exception' link. At the bottom, there is a checkbox 'Stop processing more rules' which is checked, with an information icon.