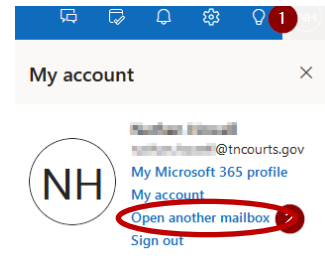## Accessing a Shared Mailbox

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

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:

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. 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.