

How to access additional mailboxes via 365 on you mobile

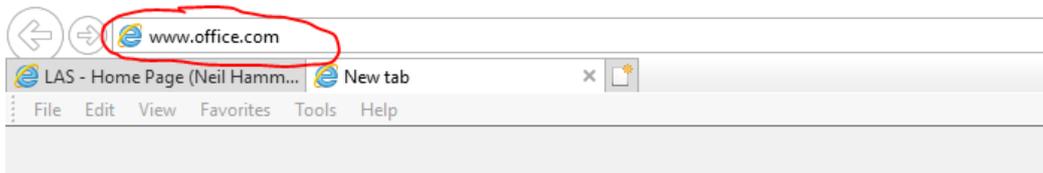
Business System Support have been asked to investigate an identified issue of staff being unable to access multiple outlook inboxes from their work mobile phones.

This is a known issue and unfortunately due to how the mailboxes are configured on the server there is no fix. We have liaised with ICT who have provided an alternative solution.

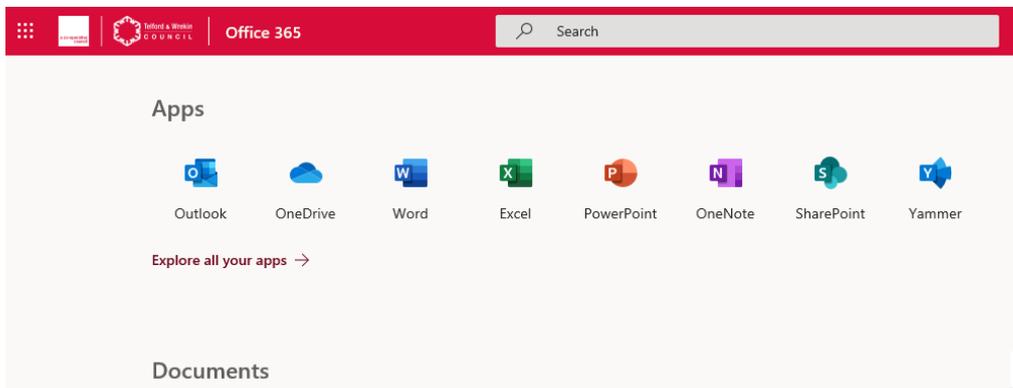
There are two steps. Firstly, you need to add the shared folder from your work Thin or Thick client via Office 365. Secondly, you need to log into Office 365 on you phone. Instructions are below.

STEP 1 – On you work Computer:

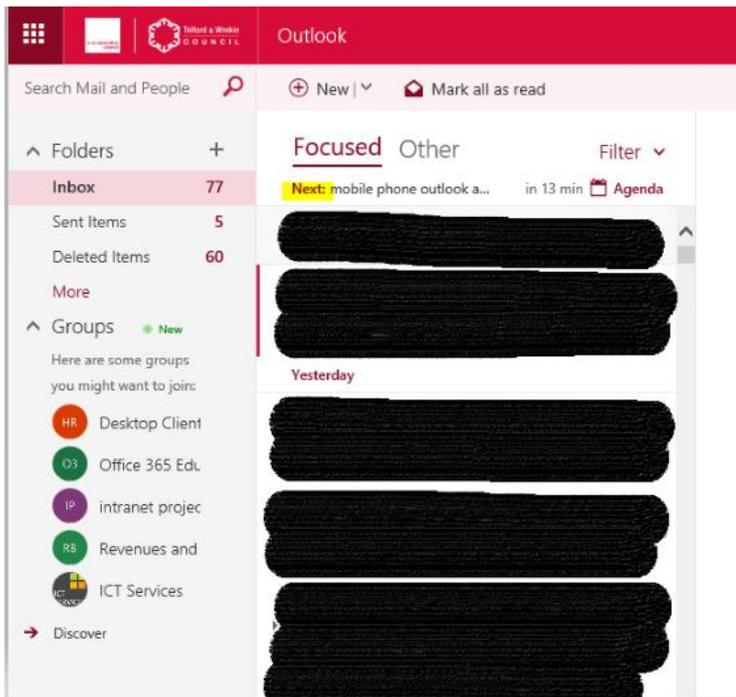
1. Log into you work computer and go to your internet and in the search box type www.office.com



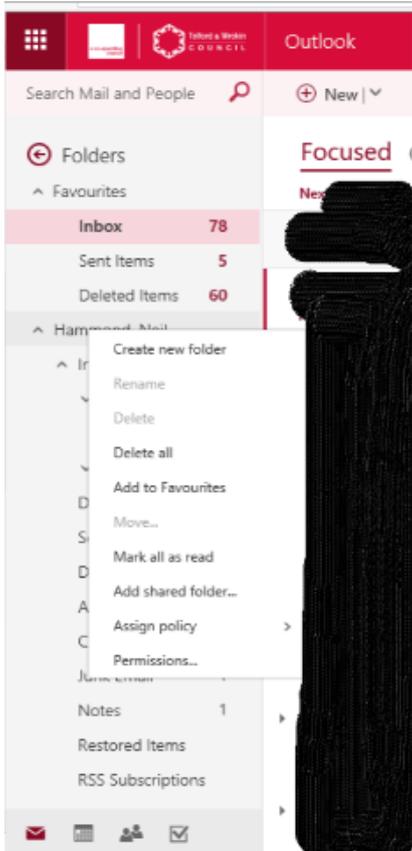
2. This will take you directly to Microsoft office login.
3. Click on [sign in]. If you are already signed in follow steps 7 below.
4. This will take you to a selection of [work or schools account] and [personal account]. Select [work and schools account].
5. This will automatically sign you into office 365. Your screen should look like this:



6. You will see Outlook is selectable in Apps. Select Outlook.
7. You will be taken to Outlook within Office 365. Your screen should look like this:



8. Click on [more] on the left hand side of the screen. This will open up your email inbox and all folders.
9. You will see your name is in the list of folders. Right click on your name. Your screen should now look like this:



10. Click on [Add Shared Folder]. Another text box will appear with a free text box that you need to add the name of your shared folder to:

Add shared folder

Enter the name or email address of a user who has shared folders with you.

Add

Cancel

11. Once you have selected the name of your shared folder click [Add].
12. Your shared folder should now be visible in your email folders list on the left hand side.

STEP 2 – On your work Mobile Phone:

1. If you are already logged into Office 365 on your phone you can check to see if your shared folder is there. If it is not log out and log back into office 365 again.
2. If you have never logged into Office 365 from your phone before follow the instructions below:
 - a) Access the web browser on your work phone
 - b) In the web search box type www.office.com
 - c) This will take you directly to Microsoft office login
 - d) Click on [sign in]
 - e) Enter your work email address
 - f) Click [next]
 - g) This will take you to a selection of [work or schools account] and [personal account]. Select [work and schools account].
3. You will be redirected to Telford & Wrekin Council organisational account. Your email address should have auto populated. If it didn't re-input your work email address.
4. Input your work password in the bottom of the two available boxes. Note your work email address should be in the top box.
5. Once your email address and password are inputted sign in.
6. You will then be asked if you want to stay signed in? Select don't stayed logged in.
7. This will take you to office 365 page where you will see Outlook is selectable. Select Outlook.
8. Select Outlook. This will open outlook on your work phone.
9. When in Outlook press the three white lines in the blue banner at the top left of the screen.
10. Outlook list of emails will have moved to the right hand side of the screen and you will now see your name at the top of the screen and your current mailbox and any folders you have added yourself. Your Shared folder will be selectable in this list.

Please note that the shared folder will only be viewable when you access Outlook via the browser **NOT** the APP.

If you encounter any issues please contact ICT.