Adding a Shared Account to MS Outlook

A. To Add Account you have delegate access to, sign in with personal password and MFA

- Recommended for accounts with multiple users, or that you are not the primary user of
- Account will have access to email and calendar only, and will not have OneDrive access
- Sent items go to the shared account only, email and meetings show "From" the account
- You need to know the first.last@uregina.ca email address of the account
- You do NOT need to know the password, or set up MFA for the account
- Sign In is with your personal username@uregina.ca, password, and MFA

1. In Outlook software, click '**File**' menu and choose "**+ Add Account**" (near the top, below your name and above the 'Account Settings' box)
   Note: In New Outlook, click +Add Account on the left side menu
   a. Enter **first.last@uregina.ca** email address of the account you are adding
   b. **Click 'Advanced'**
   c. **Check 'Let me configure manually'**
   d. Click 'Connect'
   e. **Choose "Microsoft 365"**
   f. Click Next (it may take a few minutes to process)
2. **You will be prompted to Sign In to the shared account**
   a. **DO NOT CLICK NEXT**
   b. **DO NOT ENTER THE PASSWORD**
3. Change the email address to your own username@uregina.ca
   Or select "**Sign in with another account**" if the option is showing
4. Sign in with your **personal account username@uregina.ca**
5. Click next and enter your **personal account password**
6. When prompted for MFA for your account, enter 2-digit code in your MS Authenticator app
7. You may be prompted to cache 12 months of data – Click Next
8. You will see a message: "Account successfully added. You need to restart Outlook for these changes to take effect" - Click Done.
9. Close Outlook software and Reopen. (If prompted to open Outlook in 'Safe Mode' click No.)
10. The new account should now show on the left as first.last@uregina.ca
    NOTE: It may take up to an hour for the account to be active and showing items.
    If it isn't working within an hour, close Outlook then open it again.

REORDER ACCOUNTS: You can click and drag the accounts to re-order them on the left side, which is helpful if you have delegate access to several accounts that you have added.

CALENDAR: The new account should also show under "My Calendars" with the full first.last@uregina.ca address showing. If you have a calendar with just the name of the account without @uregina.ca you can delete those. Only use the one with @uregina.ca showing.

NOTIFICATIONS: By default you will receive All Notifications for accounts you add this way. To turn OFF notifications for a specific shared account, access the account in a separate browser tab and adjust the notifications in Settings. (See instructions at top of Page 2)

To adjust Notifications for a shared account:
1. Sign in to your personal account at https://www.outlook.com
2. Click your initials at top right and choose "Open Other Mailbox"
3. Enter the email address of the account to open
4. In the new browser tab, click Settings gear icon at top right
5. Click General – Notifications – turn notifications on or off as desired

B. To Add Account as the primary user, sign in directly with shared account password and MFA

- Recommended for accounts where you are the Primary user
- Account requires an M365 license and must be enabled for direct sign in
- It will have it's own OneDrive and can access files shared from another user's OneDrive
- Sent items go to the shared account only, email and meetings show "From" the account
- You need to know the username@uregina.ca and password for the account
- You need to set up MFA for the account

1. Submit a Footprints ticket to request the account is set up for direct login
2. Once completed, follow the instructions as outlined in section A
3. When prompted to Sign In to the account, proceed with shared account password and MFA instead of changing to your personal account.