Using your parish email account

A guide to using Office 365 email accounts in your parish

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Congratulations! Your parish is using Office 365 to provide secure email (and other useful services) and to comply with our diocesan data privacy and protection policies. This guide will help you set up and use your new email account in way that will make it as easy as possible for you to fulfil your role in your parish.

In the instructions that follow, the example internet address/domain of *stmarysoakbay.ca* will be used. Please substitute your own parish where appropriate.

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Still to do:

1. Instructions to ‘Send as’ in Outlook for Windows or MacOS, and in mobile Outlook and native Mail
2. Setup/test for native Windows Mail apps
3. Setup/test for native Android/Windows Mobile Mail apps
4. Setup signatures in all apps/platforms

# First Time: Use a Web Browser

1. Visit *office.com*, and choose ‘sign in’
2. Your username is your official parish email address: e.g., *[account]@stmarysoakbay.ca*
3. If this the first time you’ve used the account, you may be prompted to change your password. Do so at this point.
4. When you’ve successfully signed in, you will be on the Microsoft Office Home Page, which will look something like this:

A screenshot of a cell phone

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1. Click on ‘Outlook’ (see above). You will then be at your own Inbox:

A screenshot of a cell phone

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# Wardens only: Using the Shared Mailbox in a Web Browser

As a Warden, you have your *own* email address (e.g., *youraddress@stmarysoakbay.ca*), but you are also part of a *shared* email address called *wardens@stmarysoakbay.ca.* This is the address that the Synod Office will use in order to contact all the wardens of the parish at once, and it’s also the address that we publish for people to contact the wardens. *This means you need to check this ‘wardens’ shared mailbox regularly.*

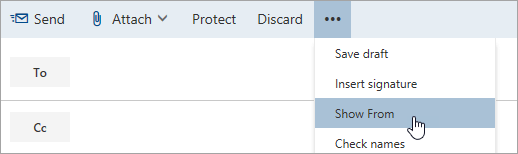
Here’s how to set this up in the *Web Browser* version of Microsoft Outlook:

1. Sign in to your account in Outlook on the Web (see above).
2. Right-click the word ‘Folders’ in the left navigation pane, and then choose **Add shared folder**.
3. In the **Add shared folder** dialog box, type the name of the shared mailbox you are a member of, *wardens@stmarysoakbay.ca*.
4. The shared Wardens mailbox will now appear in your Folder List in Outlook on the Web. You can expand or collapse the shared mailbox folders the same way can with your primary mailbox. You also can remove the shared mailbox from your Folder list. To remove it, right-click the shared mailbox, and then click **Remove shared folder**.

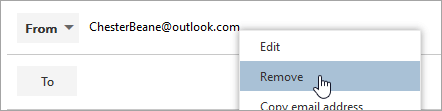
# Wardens only: Sending as ‘Wardens’ using the Web Browser

As a Warden, you will now have the option of sending an email *as yourself* or on behalf of all the Wardens. *The first time* you reply to a message sent to the shared mailbox, you need to add the shared address to the **From** drop-down box. Here's how to do that:

1. Open Outlook on the Web and go to your shared mailbox.
2. Open a message that was sent to the shared address.
3. Click **Reply**.
4. At the top of the message, choose More actions> **Show From**.



1. Right-click the **From** address (which will default to your own address) and choose **Remove**.



1. Type the shared address *wardens@stmarysoakbay.ca* and send the message. The next time you reply from the shared mailbox, its address will appear as an option in the **From** drop-down list.

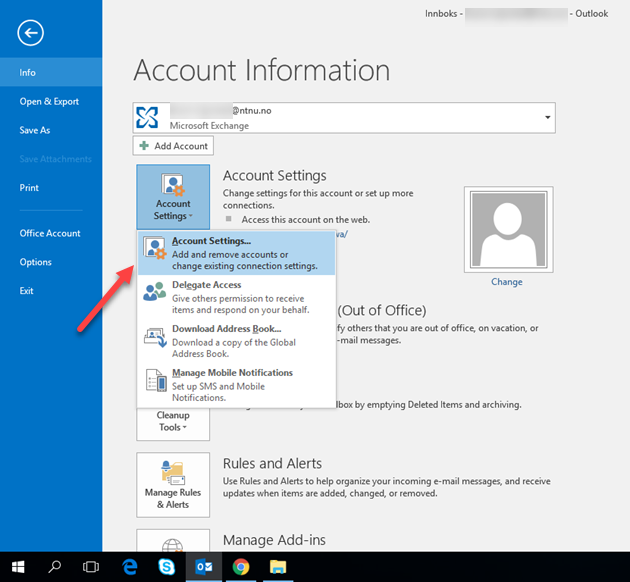
# Wardens only: Using the Shared Mailbox on a desktop/laptop Computer

First things first: if you use your computer’s native mail app (Windows 10 Mail, or Apple Mail, for example), then, while it will be possible to set up your *primary* email address, it may be difficult or impossible to set up your *shared [wardens@stmarysoakbay.ca]* email mailbox.

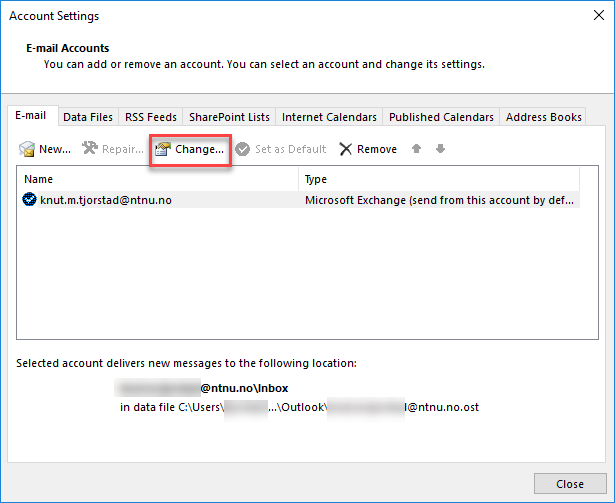
If, however, you are using a recent version of Microsoft Outlook (part of the MS Office collection), then it is quite simple:

## Set up Outlook 2016 for Windows 10

1. Navigate to the **File­** tab in **Outlook.** In the **Info** tab press **Account settings->Account settings.**



1. Highlight the account with access to the shared mailbox and press **Change.**



1. Press **More settings...**

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1. Go to the **Advanced** tab and press **Add...**

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1. Enter the name or address of the shared mailbox and press **OK.**

A screenshot of a social media post

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1. Then press **Apply->OK->Next->Finish** and go back to your main Outlook window. You should now see the shared mailbox in the overview to the left of the Outlook window.

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1. Then press **Apply->OK->Next->Finish** and go back to your main Outlook window. You should now see the shared mailbox in the overview to the left of the Outlook window.

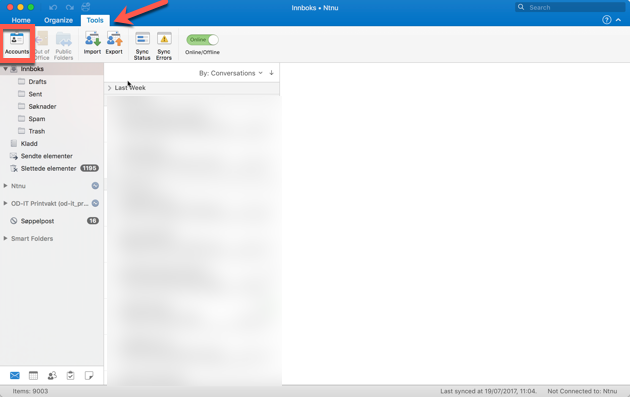
A screenshot of a cell phone

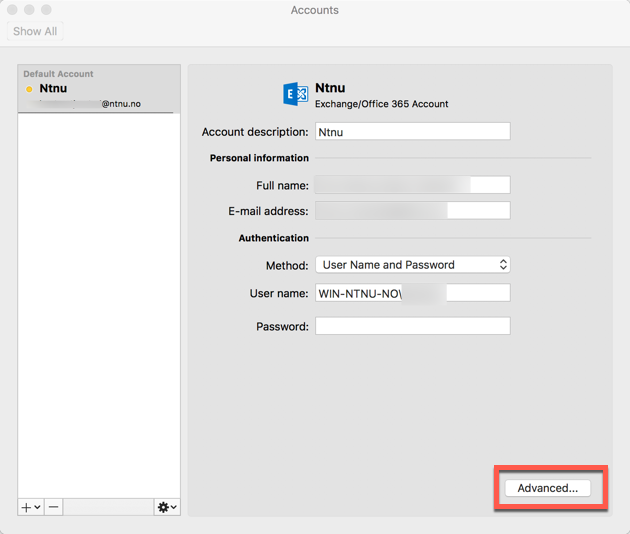
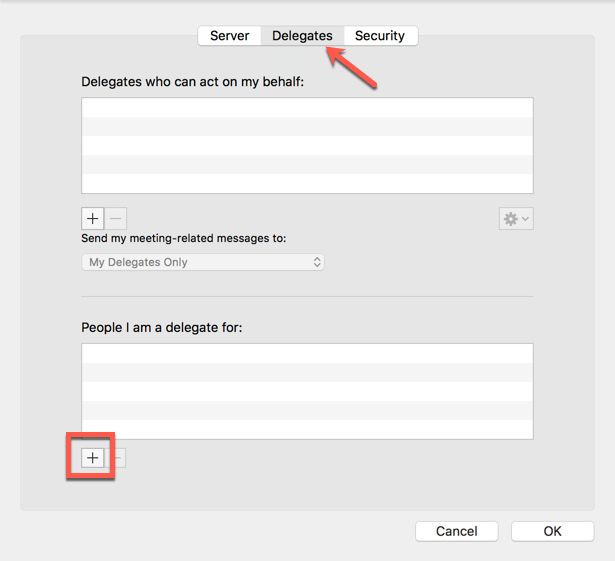
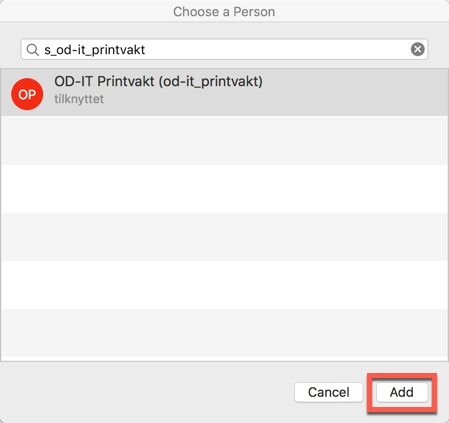
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## Set up Outlook 2016 for MacOS

When using Outlook on Mac, you have to set up the shared mailbox as a “delegate”.

1. Navigate to the **Tools** tab and click **Accounts.**



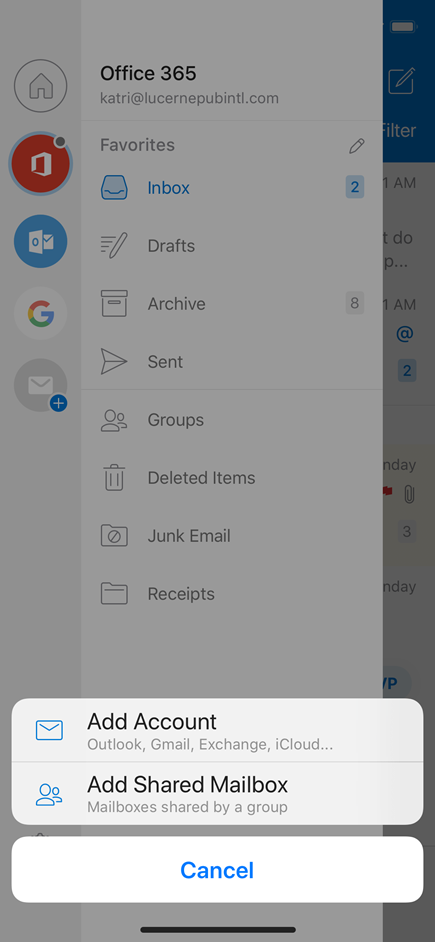
1. Highlight the account which is going to access the shared mailbox and click **Advanced.  
   **
2. Go to the **Delegates** tab and click the plus button in the field that says **People I am a delegate for.  
   **
3. Enter the name of the shared mailbox and click **Add.  
   **
4. Click **OK** and close the **Accounts** panel. The shared mailbox should appear in the list to the left of the Outlook window.  
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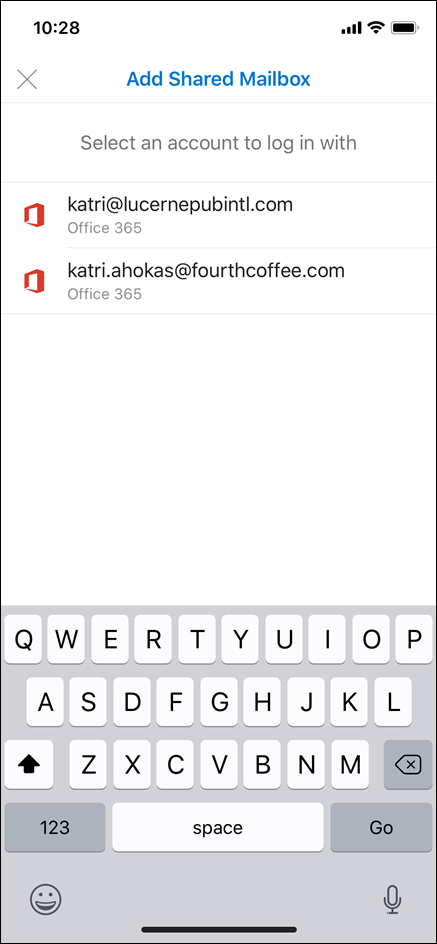
# Wardens only: Using the Shared Mailbox on a mobile device

By far the easiest way to access all/both of your Office 365 email accounts on a mobile device is to use Microsoft’s Outlook for iOS or Outlook for Android app (available for free on the Android and Apple App Store or Android Play Store). The following example is from the iOS (Apple) version, but works exactly the same for the Android version:

1. Sign in to your primary account in Outlook for iOS or Android.
2. Tap the **Add Account** button in the left navigation pane, then tap **Add a Shared Mailbox**.



1. If you have multiple accounts in Outlook Mobile, select the account that has permissions to access the shared mailbox.



1. After the account setup process completes, the shared mailbox will display in your account list in Outlook for iOS or Outlook for Android.
2. To remove a shared mailbox, go to **Settings** > **Accounts**. Then tap on the shared mailbox and select **Delete Account**.

# Wardens only: Using shared mailbox on Apple devices (with native Mail apps)

It is possible to add a shared mailbox to the standard, built-in mail app in

1. With the *Mail* application active, click *Mail* in the menu bar then click *Preferences*
2. Under the *Accounts* tab, locate the **+ button** in the bottom left of the window and click it
3. For the *Choose a Mail account provider…* select **Other Mail Account…** and click **Continue**
4. Fill out the fields for the shared mailbox you’re adding but use your user account password, then click **Sign In**
5. *The authentication should fail,* and you should see a message *Unable to verify account name or password*. This is okay and expected!
6. You should now see some extra fields available to configure. Configure the fields as outlined here:

* Email Address: ***[the Office 365 shared mailbox address]***
* Incoming Mail User Name if using a desktop or laptop Mac: ***[your Office 365 email address]***Incoming Mail User Name if using an iPad or iPhone: ***[your Office 365 email address]\[shared mailbox address]***
* Outgoing Mail User Name: ***[your Office 365 email address]***
* Password (both incoming and outgoing): ***[your Office 365 email password]***
* Account Type: **IMAP**
* Incoming Mail Server: **outlook.office365.com**
* Outgoing Mail Server: **smtp.office365.com**

1. Click **Sign In** to authenticate now, you should be prompted as to whether to also save and sync *Notes* with this shared mailbox account. Make a selection and click **Done** to proceed
2. Close the *Mail Preferences* window and you should see the new Shared Mailbox listed on the left among your other configured accounts now.

You should now have access to the shared mailbox. If you’ve been granted the permissions you can also *send as* the shared mailbox itself, too.