Adding a shared mailbox in Mac Mail

Step-by-step guide

MacOS X Mail

1. Open System Preferences: Internet Accounts.
2. Click the “Add Other Account...” button at lower-right.
3. Click “Mail Account” near middle of list at right side of window.
4. Enter the following in the “Add a Mail account” window:
   a. Name: [Shared Mailbox Name]
   b. Email Address: [shared-account-username]@connect.uwaterloo.ca
   c. Password: [your-own-WatIAM-password]
   d. Click the “Sign In” button at bottom-right.

Note: To add a shared mailbox it is necessary to have both of the following:
(i) a security group that grants “Send-as” and full access permissions to all folders of the shared mailbox
(ii) your account must be a member of the mailbox security group as your account requires permission to the shared mailbox for authentication using your own credentials.

Contact IST Service Desk if your account does not meet the above requirements. IST Service Desk's contact information can be found at the bottom of this page.
5. Complete the account setup window as follows:
   a. Email address: [shared-account-username]@connect.uwaterloo.ca
   b. User Name: [myuserid]@uwaterloo.ca\[shared-account-username]@connect.uwaterloo.ca
   c. Password: [MyWatIAMpassword]
   d. Account Type: IMAP
   e. Incoming Mail Server: connect.uwaterloo.ca
   f. Outgoing Mail Server: connect.uwaterloo.ca
   g. Click the “Sign In” button at bottom-right.

6. Be patient. It can take 5-10 seconds to verify the account.
7. A prompt should appear with option to “Select the apps you want to use with this account:” – showing “Mail” and “Notes” checked. Click the “Done” button at bottom-right.

8. Open Mac Mail. The shared account will start downloading email from the server.
9. Try sending a test message from the shared mailbox to ensure the account is working properly.

Related articles

- Introduction to Pebble+
- How to submit a Video Assignment
- Adding a shared mailbox in Mac Mail
- Adding a shared mailbox to Outlook for Mac
- Adding a shared mailbox to Outlook for Windows

Need Help?
Contact the IST Service Desk at helpdesk@uwaterloo.ca or 519-888-4567 ext. 44357.