How to access shared mailboxes in Exchange On-Premise after migration to Exchange Online

It is possible to access shared mailboxes on Exchange On-Premise, provided that you have Full Access to the mailbox with your original domain logon account [e.g. internal\CRSid for the ACN]. The process requires you to add the shared mailboxes as additional accounts to your Outlook client, as follows:

1. Close Outlook.
2. From the Start menu, open the Control Panel.
3. Click Mail:
4. Click the Show Profiles button:
5. In the Profiles list, locate the profile that connects to your Exchange Online mailbox, highlight it and click the Properties button:
6. Click the E-Mail Accounts button:
7. Highlight your Exchange Online mail account and click the **New** button:

8. Select the **E-Mail Account** radio button and click the **Next** button:

9. Select the **Manually configure server settings or additional server types** radio button and click the **Next** button:

10. Select the **Microsoft Exchange or compatible service** radio button and click the **Next** button:

11. Enter the following:
   a. **Server**: lucifertwo.internal.admin.cam.ac.uk
   b. Untick the **Use Cached Exchange Mode** checkbox
   c. **User Name**: enter the full, primary email address of the shared mailbox, e.g. servicedesk@uis.cam.ac.uk

      Click the **Check Name** button to confirm the mailbox can be found. It will underline the entries if it finds it successfully.

      **Note**: If it fails to resolve, you may need to ask the Service Desk to confirm the mailbox is not hidden.

      Once the mailbox has resolved successfully, click the **Next** button:
12. Click the **Finish** button:

13. Click the **Close** button:

14. Click the **Close** button:

15. Click the **OK** button:

16. Open **Outlook**.

17. If prompted at any point for credentials for this newly-added account, please use your local logon details, (e.g. for the ACN, this would be INTERNAL\CRSid) and click **OK**:

18. **Outlook** should now display the shared mailbox in the viewing pane to the left of the screen.