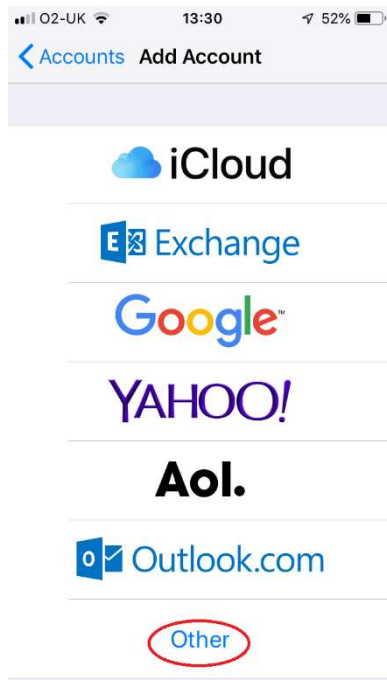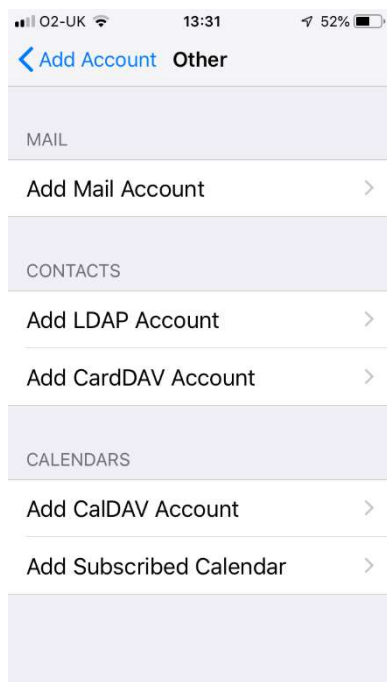# Accessing a shared mailbox on an Apple device (iOS)

The mail and Outlook apps on an iPhone or iPad are not able to access delegated mailbox directly. However, it is possible to set up the 'mail' app using the IMAP protocol.

1. Go to:
    Settings > Passwords & Accounts > Add Account
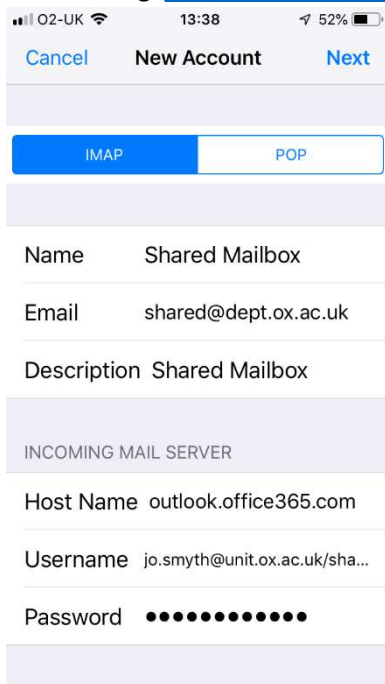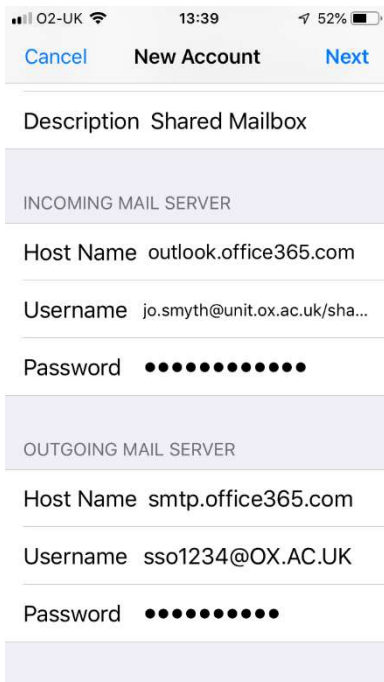   And select 'other':

2. Select 'Add mail Account:

3. Enter the account details where:
   Name: This should be the 'Official Sender', and will be seen by recipients
   Email: is the full email address of the shared mailbox
   Password: is your SSO password
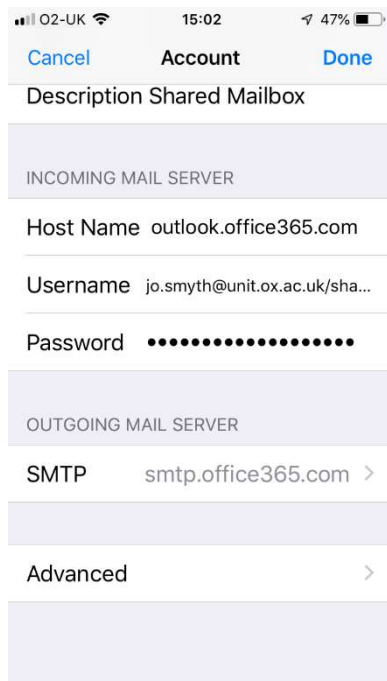   Description: used to identify the account on your device

4. Then select 'Next' and complete these settings:
   Select 'IMAP' and set the 'INCOMING MAIL SERVER' details
   Host Name: outlook.office365.com
   Username: your own email address followed by "/" and the account name of the shared
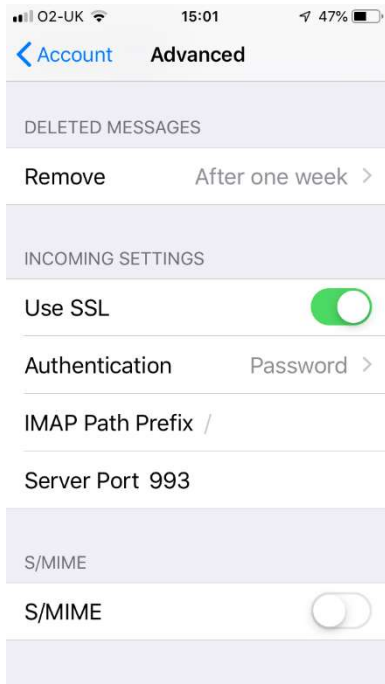   mailbox: e.g. jo.smyth@dept.ox.ac.uk/sharedmb

5. Scroll down & add the "OUTGOING MAIL SERVER" details
   Host Name: smtp.outlook365.com
   Username: your_sso@OX.AC.UK (nb: **OX.AC.UK** in capitals)
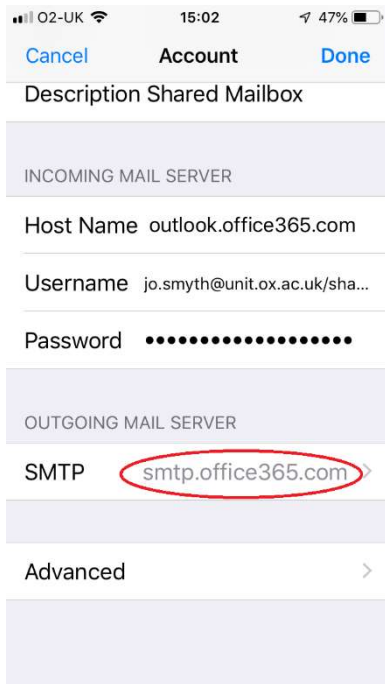   Password: Your SSO password

6. Select 'Next' and the account should be verified. If it fails, check all the details.

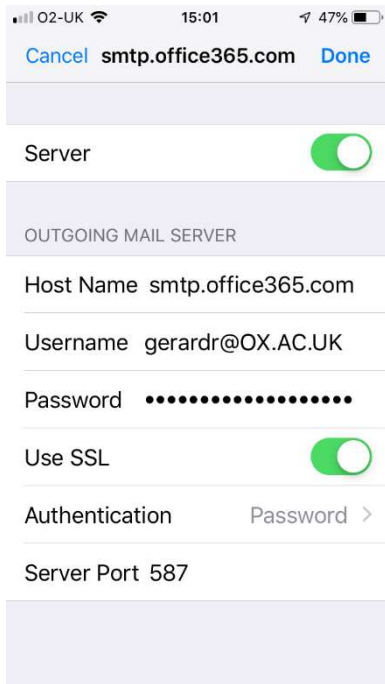7. Then scroll down to select 'Advanced', and scroll now to set 'Use SSL:

8. Return to account and select the name of SMTP OUTGOING MAIL SERVER

9. Select the PRIMARY SERVER

10. Switch on SSL:

11. Select "Done" and return to the account and ensure 'Mail' is switched on of the new account.