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.



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 I 02-UK T 13:33 T 52% Cancel New Account Next Name Shared Mailbox

Email shared@dept.ox.ac.uk

Password

Description Shared Mailbox

with		th	е		а	
q w e	r	t	yι	i ا	i o	р
a s	d	fg	h h	j	k	I
ΰZ	x	cv	b	n	m	\bigotimes
123 😅	Ŷ	s	pace		retu	urn

 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

📲 02-UK 🗢	13:38	🕈 52% 🔳	
Cancel	New Account	Next	
IMAP		POP	
Name	Shared Mai	box	
Email	shared@dept.ox.ac.uk		
Descriptio	on Shared Ma	ilbox	
	MAIL SERVER		
Host Nam	e outlook.offic	e365.com	
Username	jo.smyth@unit.ox.ac.uk/sha		
Password	•••••		

 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:

🖬 02-UK 🔶	15:01	a 47% 🔳 🤊
Account	Advanced	
DELETED MES	SSAGES	
Remove	After	one week 🗧
INCOMING SE	TTINGS	
Use SSL		
Authentication Password >		Password >
IMAP Path	Prefix /	
Server Port	993	
S/MIME		
S/MIME		\bigcirc

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

🖬 02-UK 🗢	15:02	🕈 47% 🔳	
Cancel	Account	Done	
Description Shared Mailbox			
INCOMING MA	IL SERVER		
Host Name	outlook.offic	e365.com	
Username jo.smyth@unit.ox.ac.uk/sha			
Password •••••			
OUTGOING M	AIL SERVER		
SMTP 🤇	smtp.office3	365.com>	
Advanced		>	

9. Select the PRIMARY SERVER

Account SMTR	7 46%		
PRIMARY SERVER			
smtp.office365.com On >			
OTHER SMTP SERVERS			
smtp.gmail.com Off >			
smtp.office365.com On >			
Add Server	>		
Switch on SSL:			
■ 02-UK २ 15:01	A 47% 🔳		
Cancel smtp.office3	65.com Done		
Server			
OUTGOING MAIL SERVE	ER		
Host Name smtp.office365.com			
Username gerardr	@OX.AC.UK		
Password ••••••	•••••		
Use SSL			

10.

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

Authentication

Server Port 587

Password >