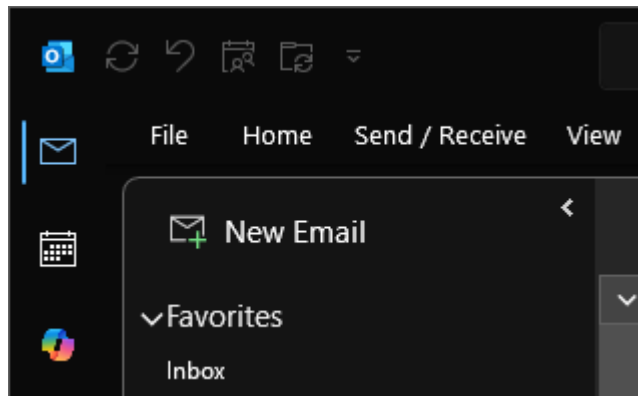


How to Add a Mailbox as a Delegate (Outlook)

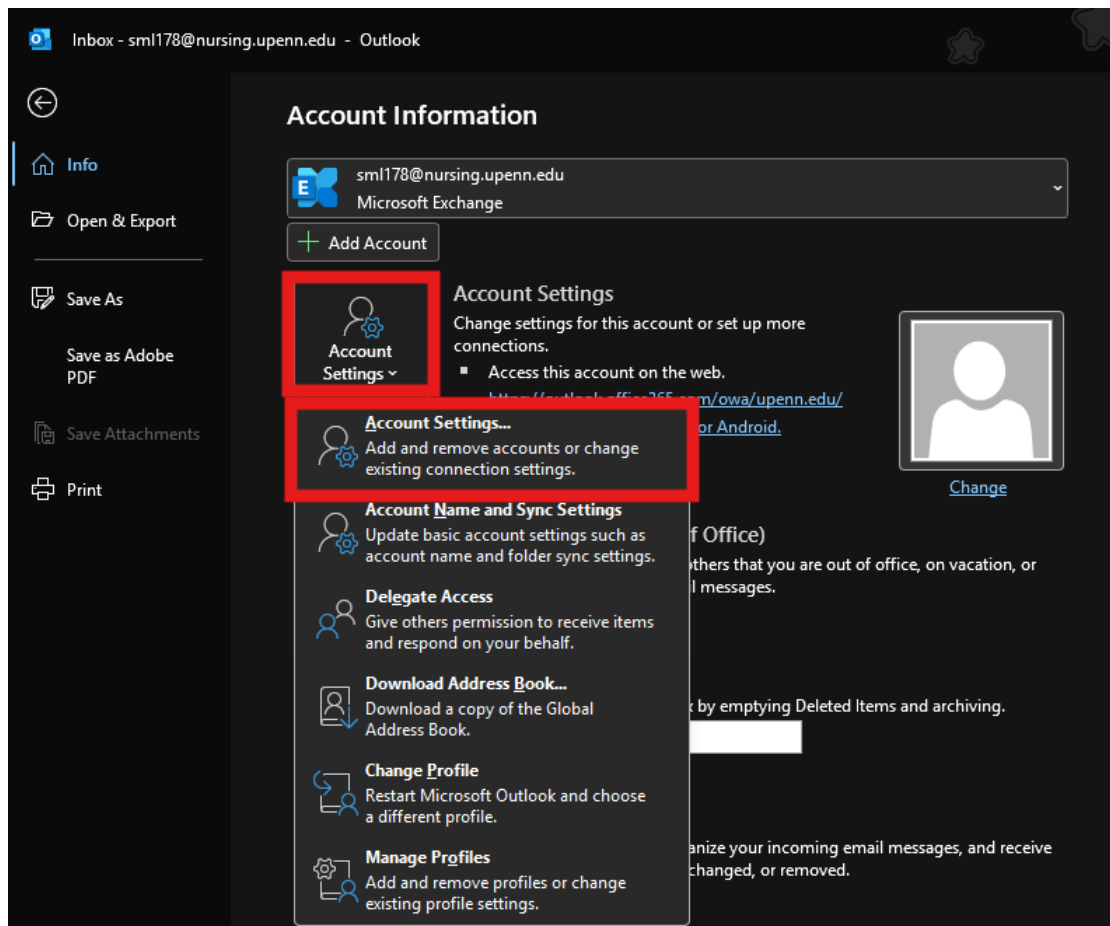
Samm Lee - 2026-02-10 - [PennO365](#)

This article details how to add an additional mailbox to your primary mailbox account in the Outlook desktop application, after first being granted delegate access by a mailbox owner. The shared folder(s) will appear in your mailbox folder list.

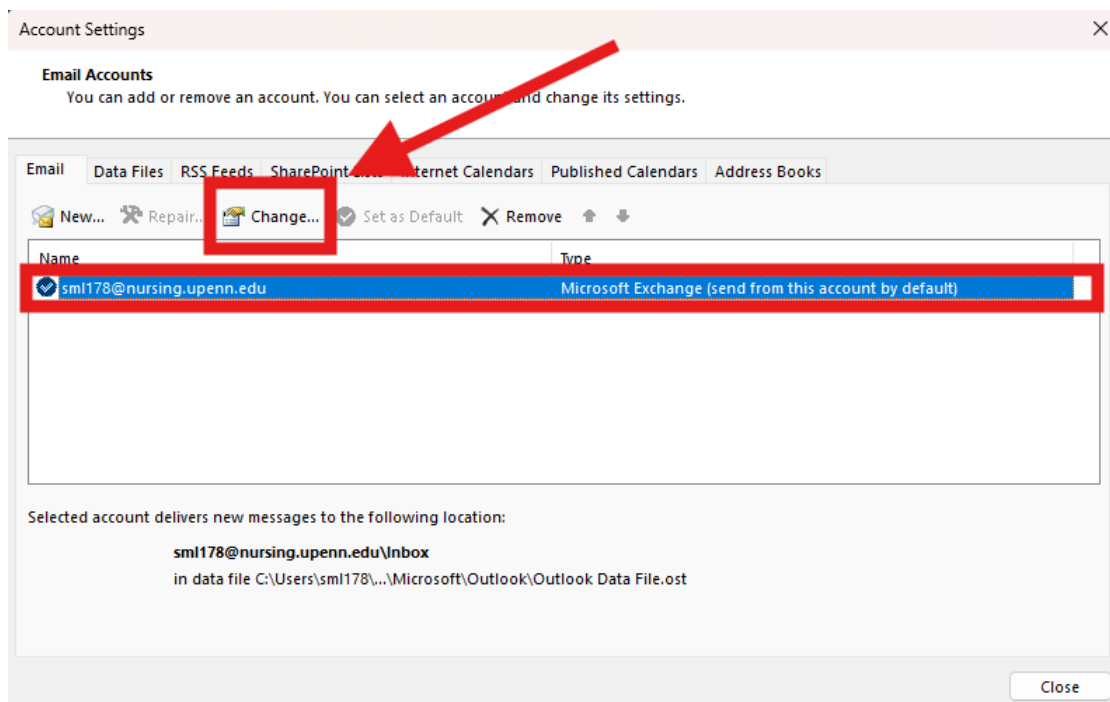
1. In your email, click the File tab.



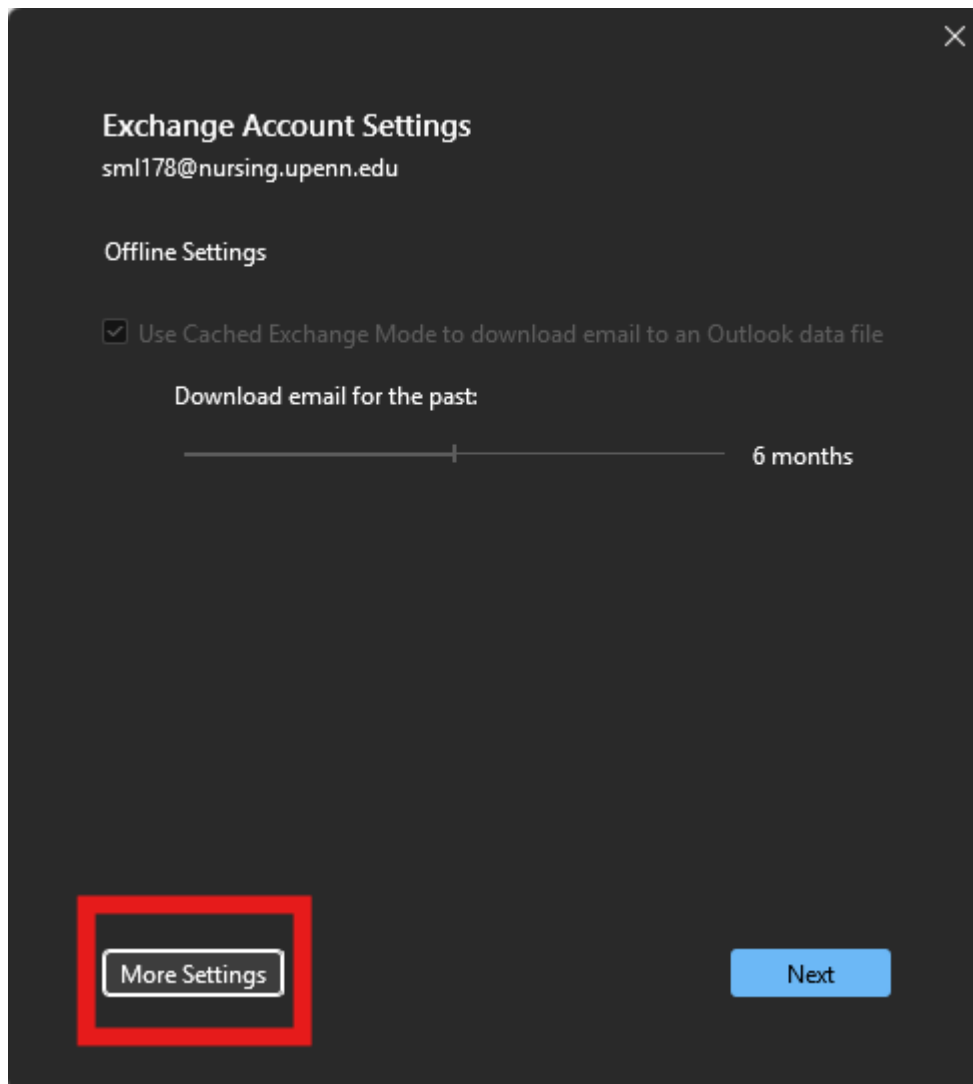
2. In this info section, click the Account Settings drop-down and select the tile Account Settings.



3. Select the email account that has been given delegate access, then click Change. Add the additional mailbox.

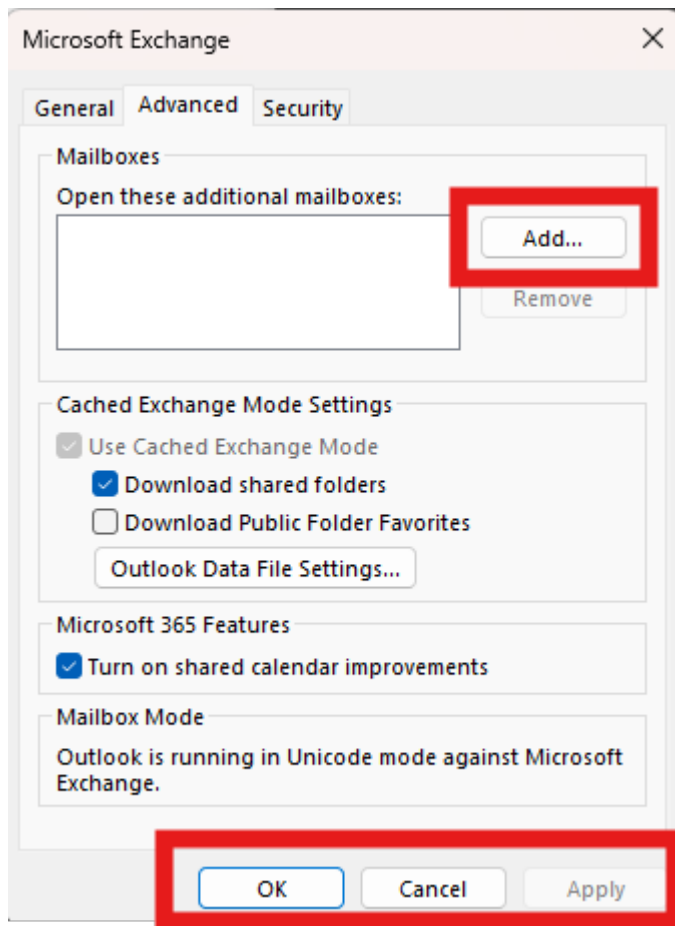


4. In the Change Account window, click More Settings.



****NOTE:** Ensure the Offline Settings box is checked for Use Cached Exchange Mode.

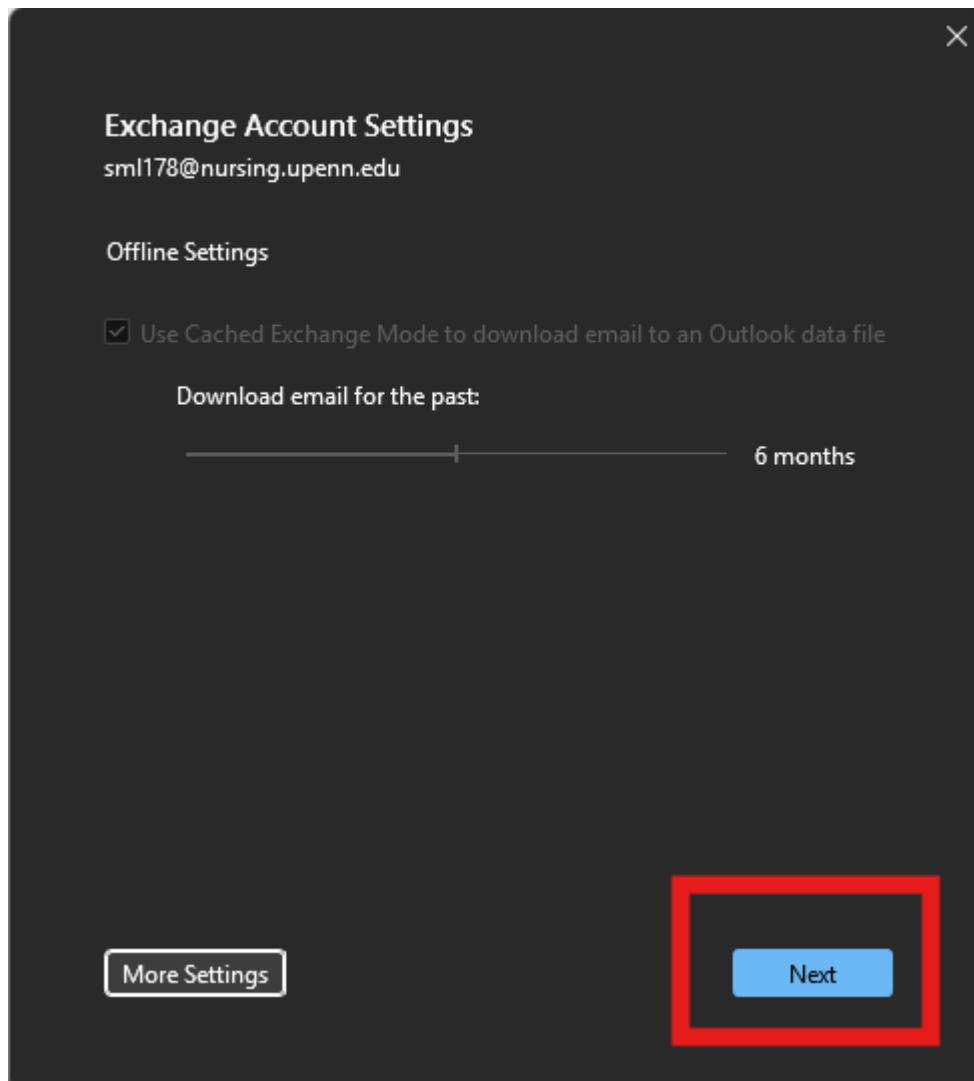
5. In the Microsoft Exchange window, click the Advanced tab to add any additional mailboxes.



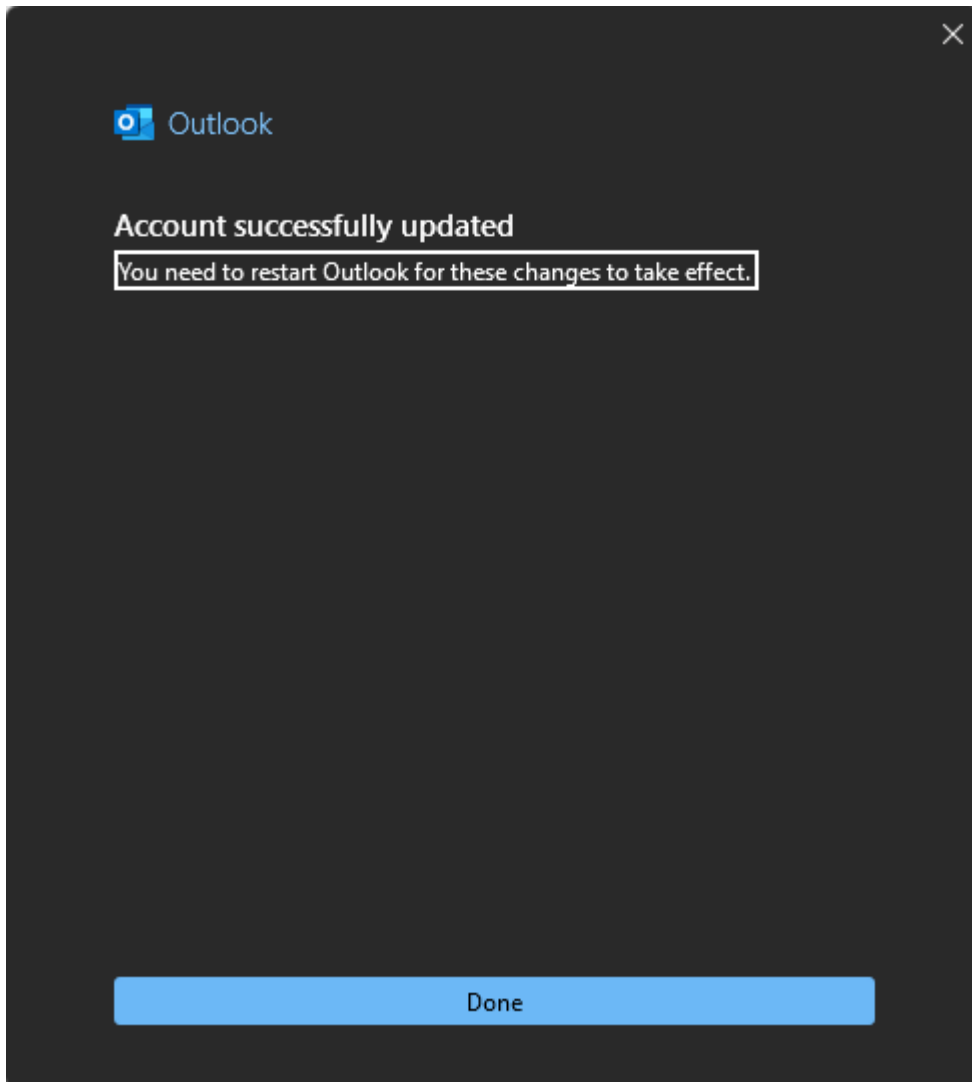
Select the Advanced tab, and click Add. From the Outlook directory, type the name of the mailbox you (the delegate) have been given permission to manage.

Click Apply > then click OK.

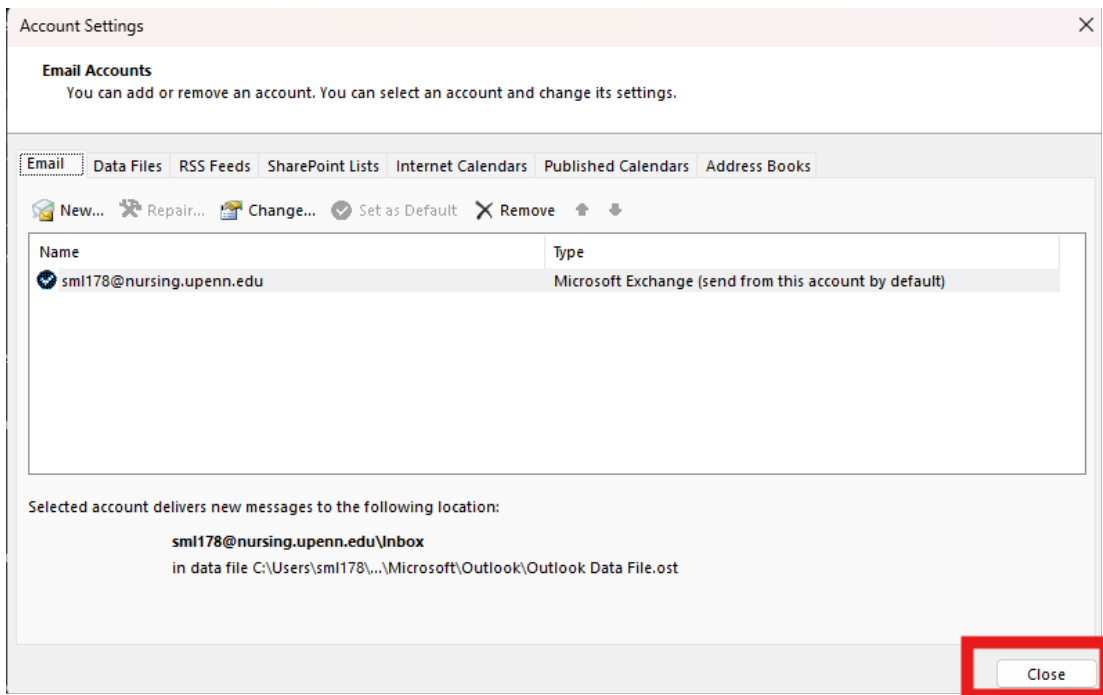
6. Click Next.



7. Congratulations!!! The mailbox has been added, click Done.



8. Close Account Settings window, click Close.



9. Click the account name in your list of mailboxes to access the mailbox you have been granted access to.

Remember: A delegate will only have permission to access the folders they are granted access to. If you cannot expand the mailbox, you haven't be granted the correct permissions by the mailbox owner. Contact the mailbox owner.