Please note that service/shared mailboxes are also subject to the 3-year retention policy for the Inbox folder and Sent Items folder. https://www.mail.ufl.edu/about-gatormail/email-retention/

There are two ways to access a UF mailbox.

1. https://outlook.office.com/mail/@coe.ufl.edu (complete the coe email address on the URL. login with your gatorlink username and password when prompted for credentials).

2.a Windows Outlook Client
     1. Open Outlook.
     2. Choose the File tab in the ribbon.
     3. Choose Account Settings, then select Account Settings from the menu.
     4. Select the Email tab.
     5. Make sure the correct account is highlighted, then choose Change.
     6. Choose More Settings > Advanced > Add.
     7. Type the coe email address.
     8. Choose OK > OK.
     9. Choose Next > Finish > Close.

     How to send mail from the shared mailbox using Outlook for Windows
     1. Open Outlook.
     2. Choose New Email.
     3. If you don't see the From field at the top of your message, choose Options > From.
     4. Click From button in the message and change to the shared email address. If you don't see your shared email address, choose other email address, and search it from the address book.
     5. Choose OK.
     6. Finish typing your message and then choose Send.

2.b Mac Outlook Client
     1. Open Outlook
     2. Make sure your Outlook client is set to "New Outlook". Click "Outlook" in the upper left corner and confirm that "New Outlook" is checked.
     3. Choose File > Open > Shared Mailbox".
     4. Search for the new mailbox using the new email address.
     5. Done.

     How to send mail from the shared mailbox using Outlook for Mac
     1. Click New Email.
     2. The "From" section is now a drop-down option. Click on it and select the shared mailbox email address.
     3. Compose your email and send it.