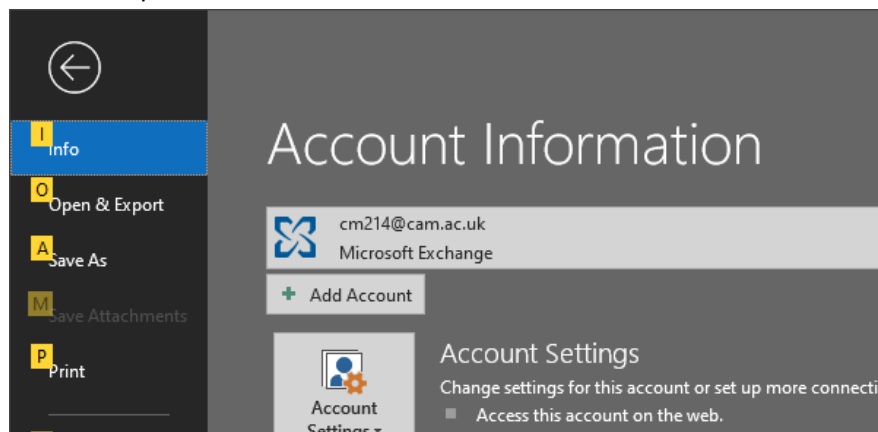


# Adding a Personal/Shared Exchange Online Mailbox to Outlook 2019

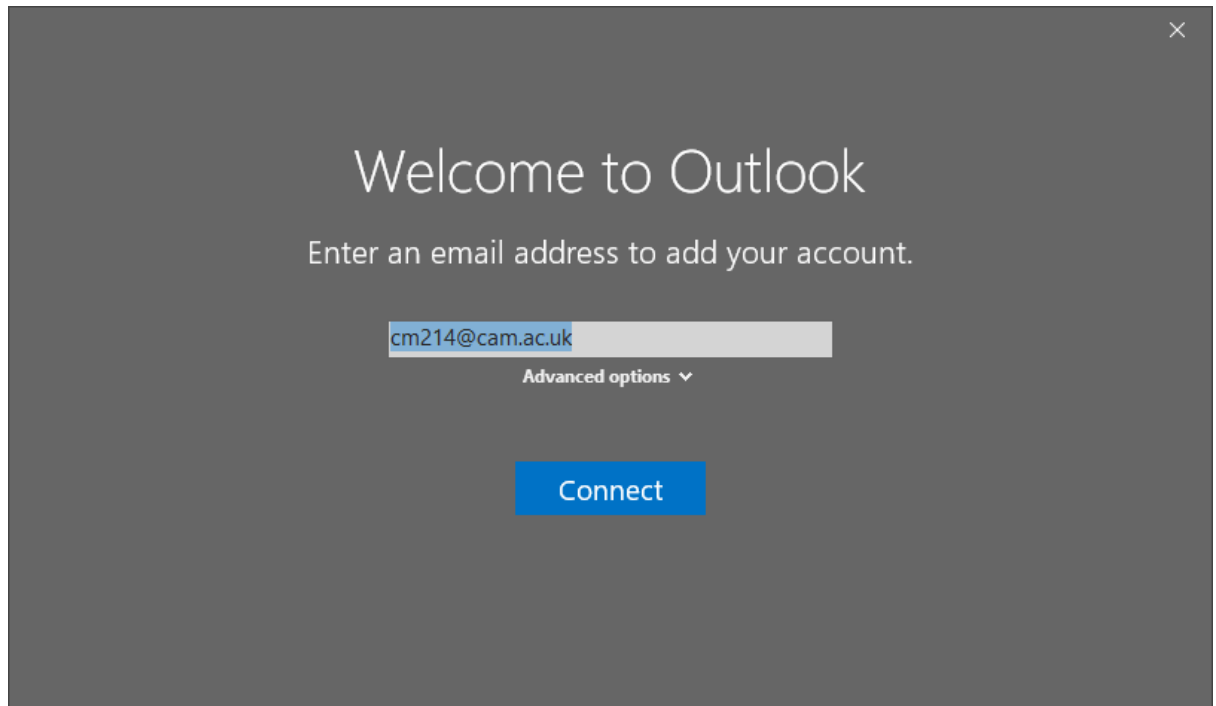
*You need to have a personal Exchange Online (ExOL) account to be able to add it Thunderbird.  
Either you've migrated from Hermes or done Phase 1 of the migration.*

## Adding a personal account...

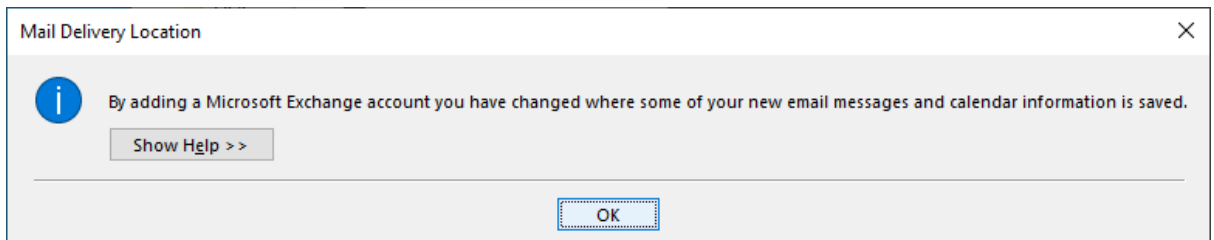
1. Start Outlook
2. From the 'File' menu press the 'Add Account' button.



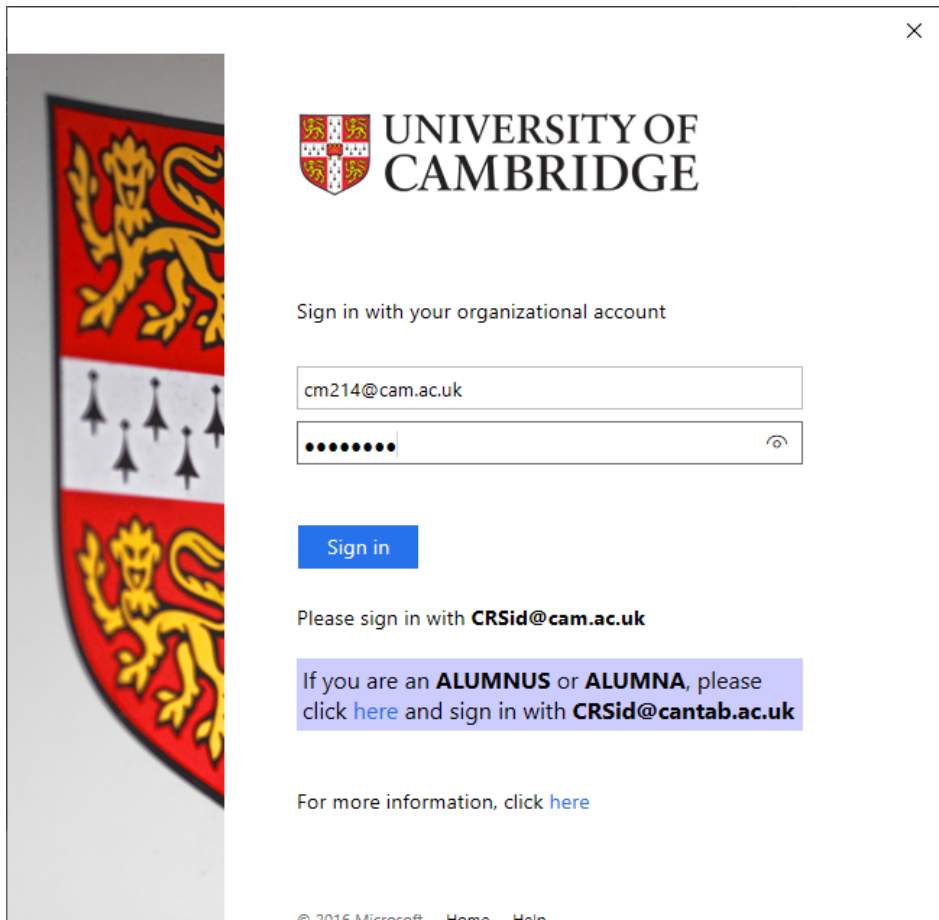
3. In this example we're adding the personal mailbox [cm214@cam.ac.uk](mailto:cm214@cam.ac.uk). Type in the email address and press 'Connect'.



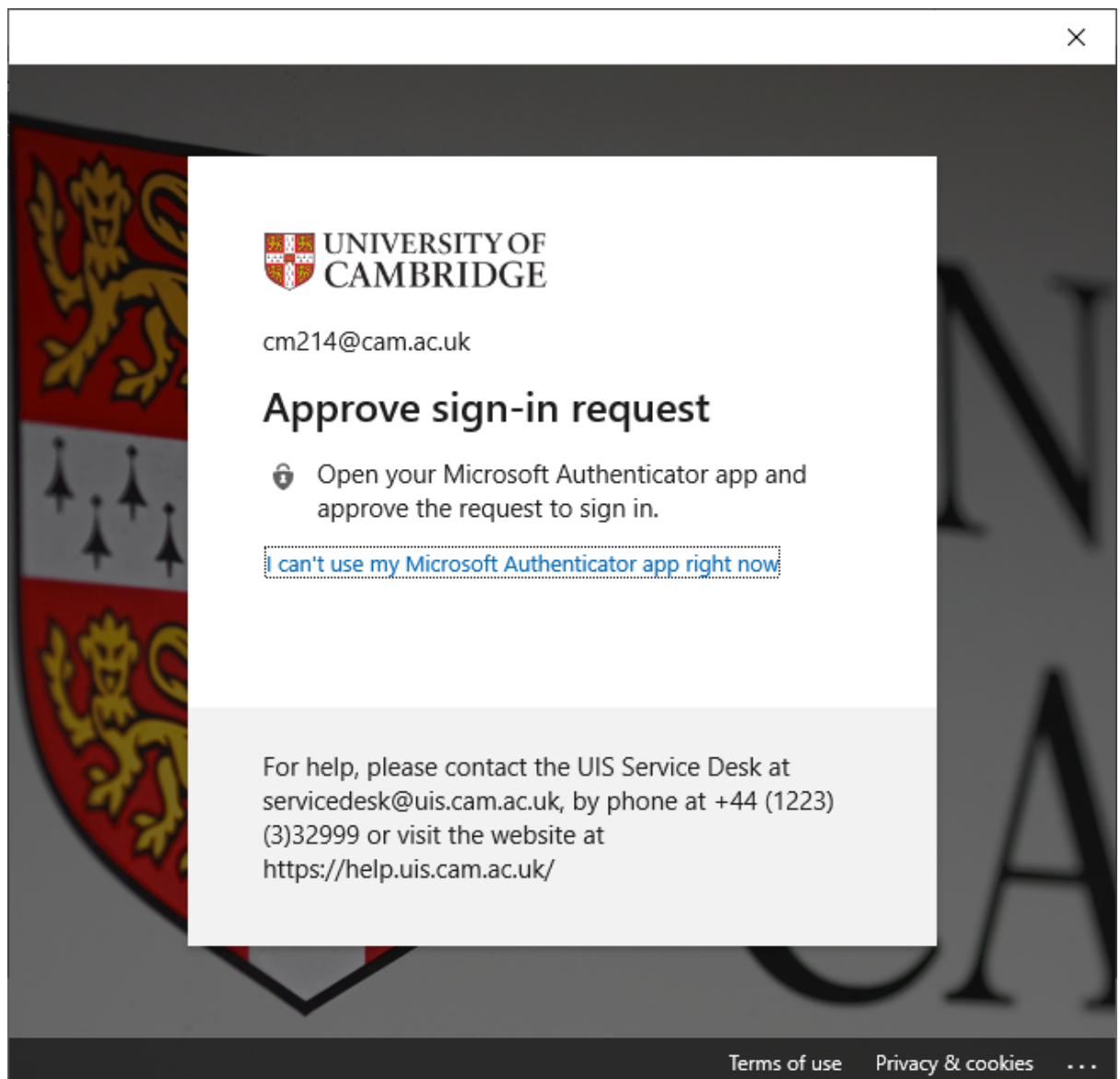
4. You *may* see a window like below, press OK.



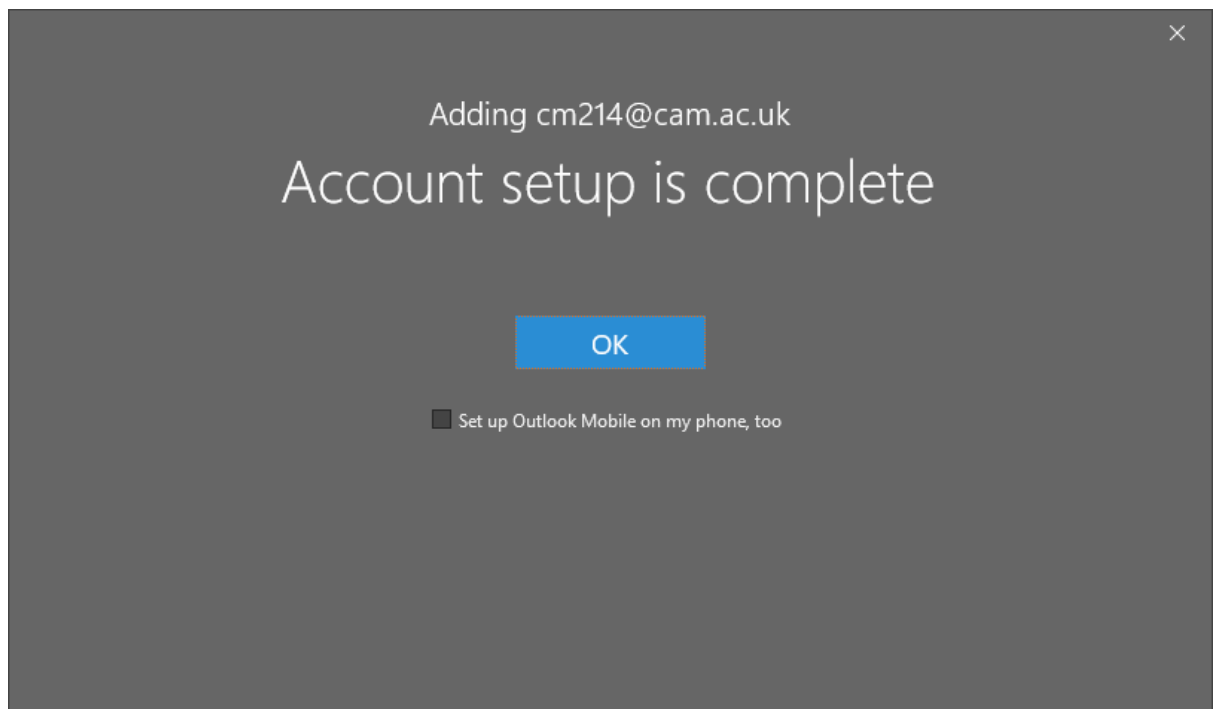
1. A new window *may* appear like below asking you to 'Sign in with your organization account'. Make sure the username is filled in with your **CRSid@cam.ac.uk** and type in your Raven password. Then press 'Sign in' button.



2. You may be required to provide a Multi Factor Authentication code. If you do you will be shown a window like below



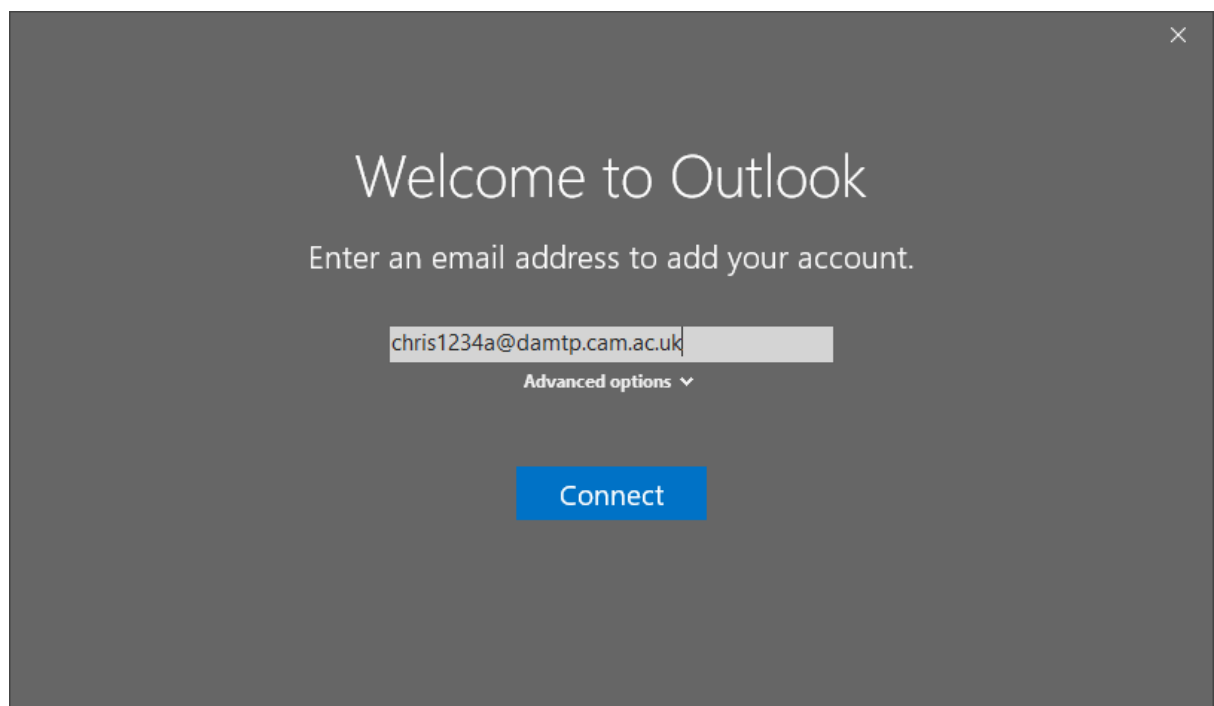
5. After a few seconds the following confirmation window will appear.



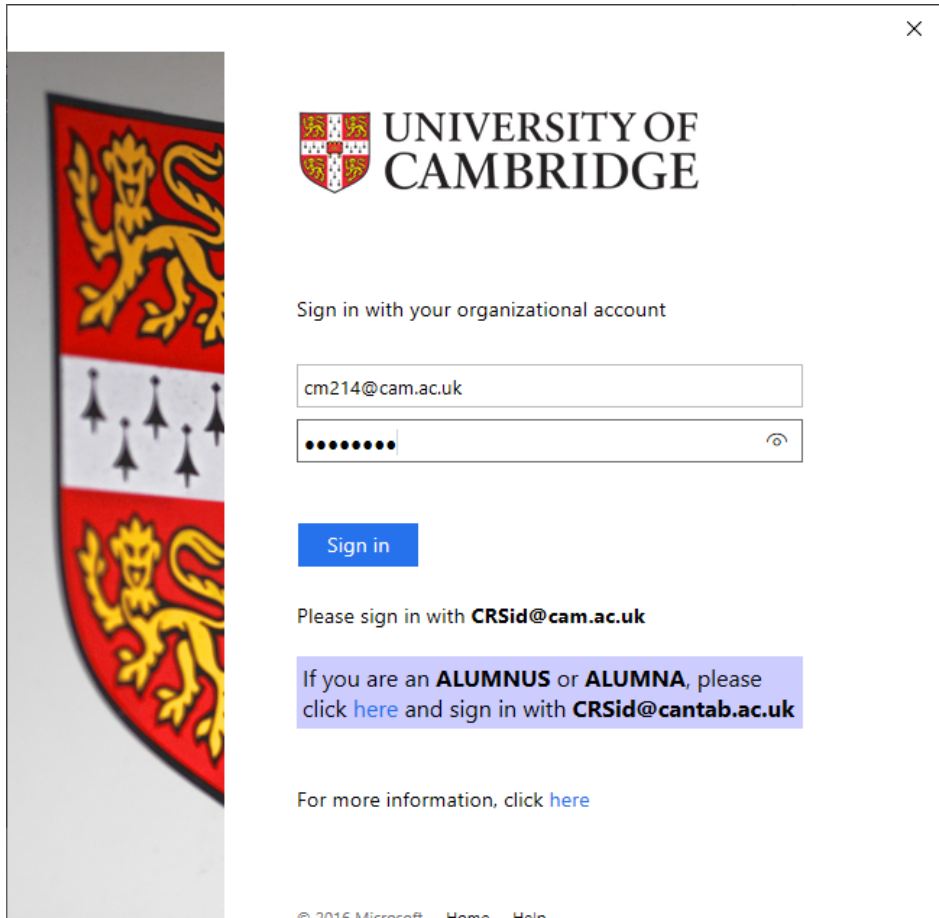
6. Your personal account has now been added to Outlook 2019.

**To add a role account...**

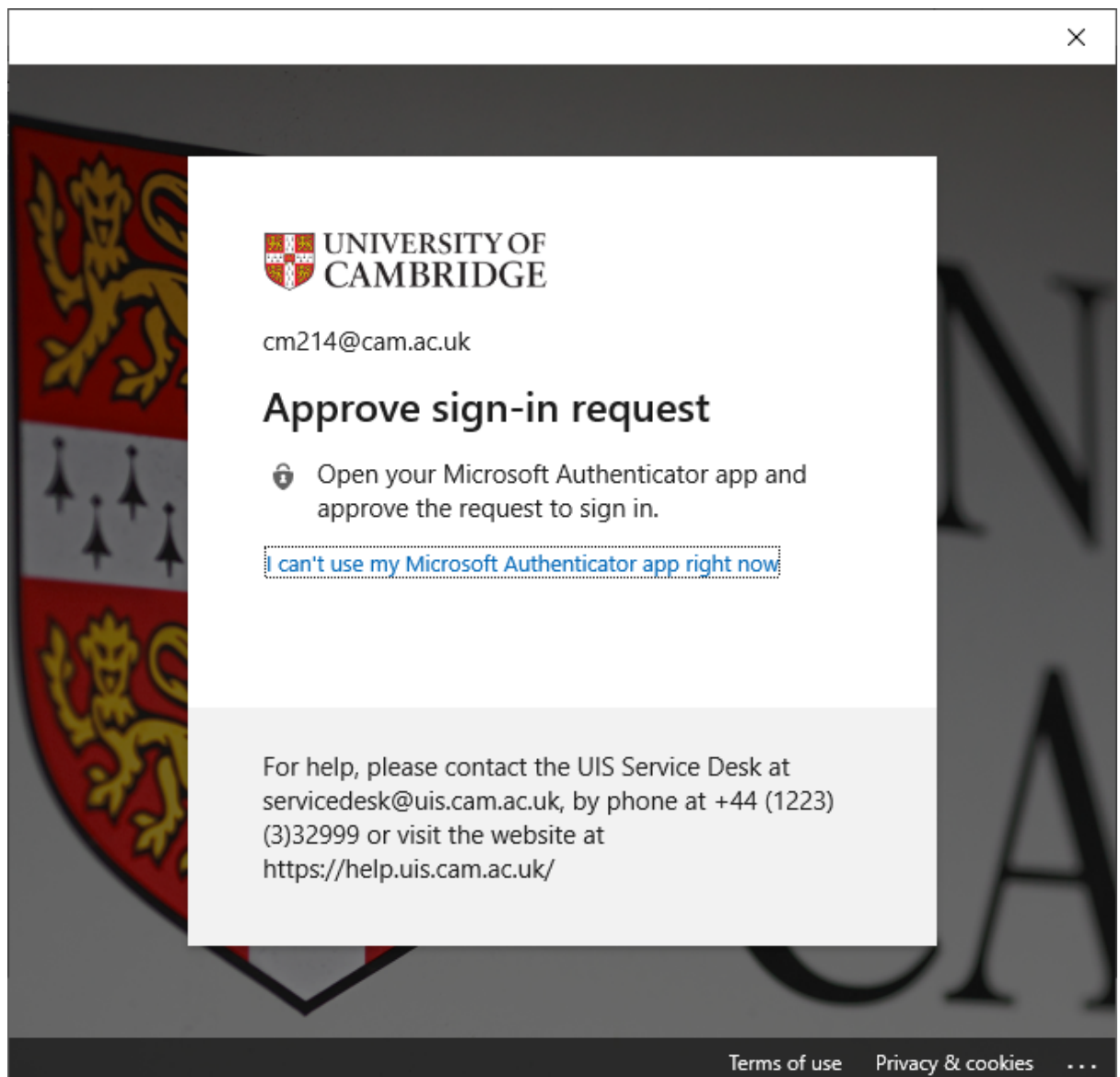
3. Follow steps 1 and 2 as per adding a personal mailbox. For step 3 add the email address of the role you want to add e.g. **chris1234a@damtp.cam.ac.uk**.



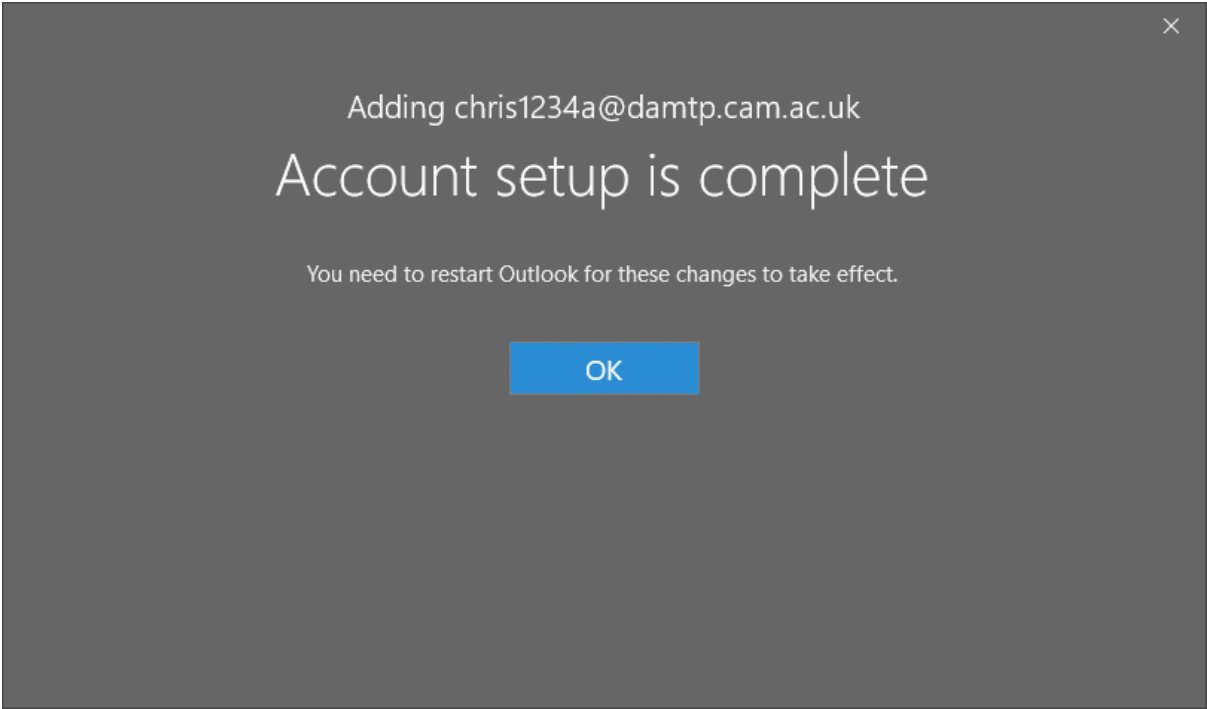
4. A new window will appear like below asking you to 'Sign in with your organization account'. **Make sure the username is filled in with your CRSid@cam.ac.uk and type in your Raven password.** Then press 'Sign in' button.

A screenshot of a web browser window displaying the University of Cambridge sign-in page. The window has a close button (X) in the top right corner. On the left side, there is a large, vertical image of the University of Cambridge crest. The main content area features the University of Cambridge logo at the top, followed by the text "Sign in with your organizational account". Below this, there are two input fields: the first contains the email address "cm214@cam.ac.uk", and the second is a password field with masked characters (dots) and a toggle icon for visibility. A blue "Sign in" button is positioned below the password field. Underneath the button, it says "Please sign in with **CRSid@cam.ac.uk**". A light blue box contains the text: "If you are an **ALUMNUS** or **ALUMNA**, please click [here](#) and sign in with **CRSid@cantab.ac.uk**". At the bottom, it says "For more information, click [here](#)". The footer of the window shows "© 2016 Microsoft" and links for "Home" and "Help".

5. You may be required to provide a Multi Factory Authentication code. If you do you will be shown a window like below



6. Once authenticated your role account will be added.



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