What is happening?

For people who use MacOS: MacBooks & iMac, setting up shared emails without Outlook is nearly impossible as the way the UNSW Microsoft 365 & AD Server set up is different from a generic setup.

The Email Setup Guide from UNSW IT: https://www.myit.unsw.edu.au/services/staff/email-students-and-staff does not provide a solution that allows staff to connect shared emails without using Microsoft Outlook. Some Mac users prefer to build-in "Mail" or 3rd party software: "Thunderbird" or "MailSpring" instead of Outlook.

This Guide will show you the trick to connect to a shared email without using Outlook on your MacOS.

What do I need to do?

MacOS

Step 1: Find out the **REAL shared email ID**. If you have a shared email already set up in an outlook, Double click on the email address to find out the real email ID of the shared email.

e.g. in this case, it's: m1114921@ad.unsw.edu.au
Step 2:  
When you create a new email account in MacOS, choose “Other Mail Account”
Step 3:
Fill up "Email Address" as your shared email address. 
e.g. acls.analytical@unsw.edu.au is our shared email address.
Step 4:
You will see an error as the shared email address cannot be recognized, which is completely normal.

"Email Address:“ your shared email address. E.g: acls.analytical@unsw.edu.au

"Username:“ yourZID@ad.unsw.edu.au\RealSharedEmailID@ad.unsw.edu.au
E.g. z3500000@ad.unsw.edu.au\m11492@ad.unsw.edu.au

Password: your zPass

Account Type: IMAP

Incoming Mail Server: outlook.office365.com

Outgoing Mail Server: smtp.office365.com
Step 5
When you see this window, it means you have successfully added a shared email without Outlook.