

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.

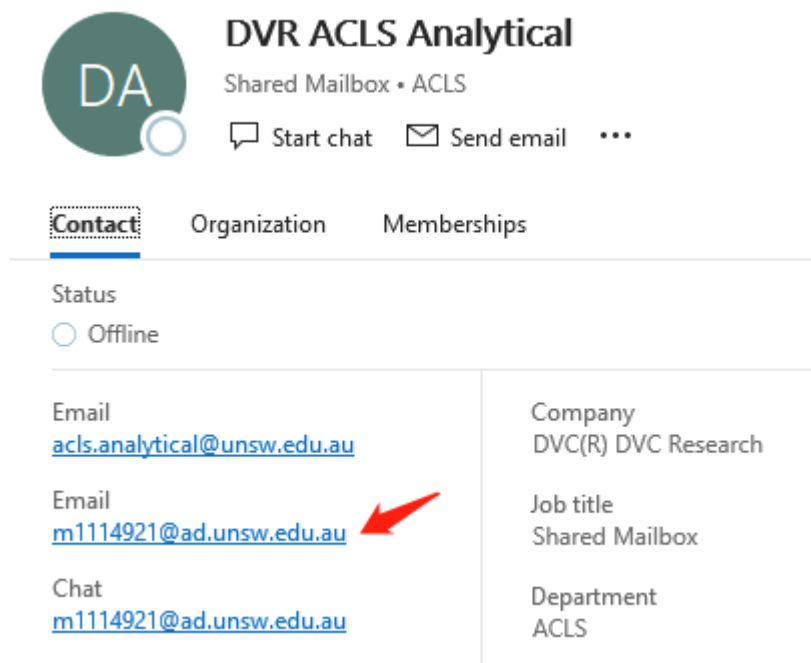
What do I need to do?

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



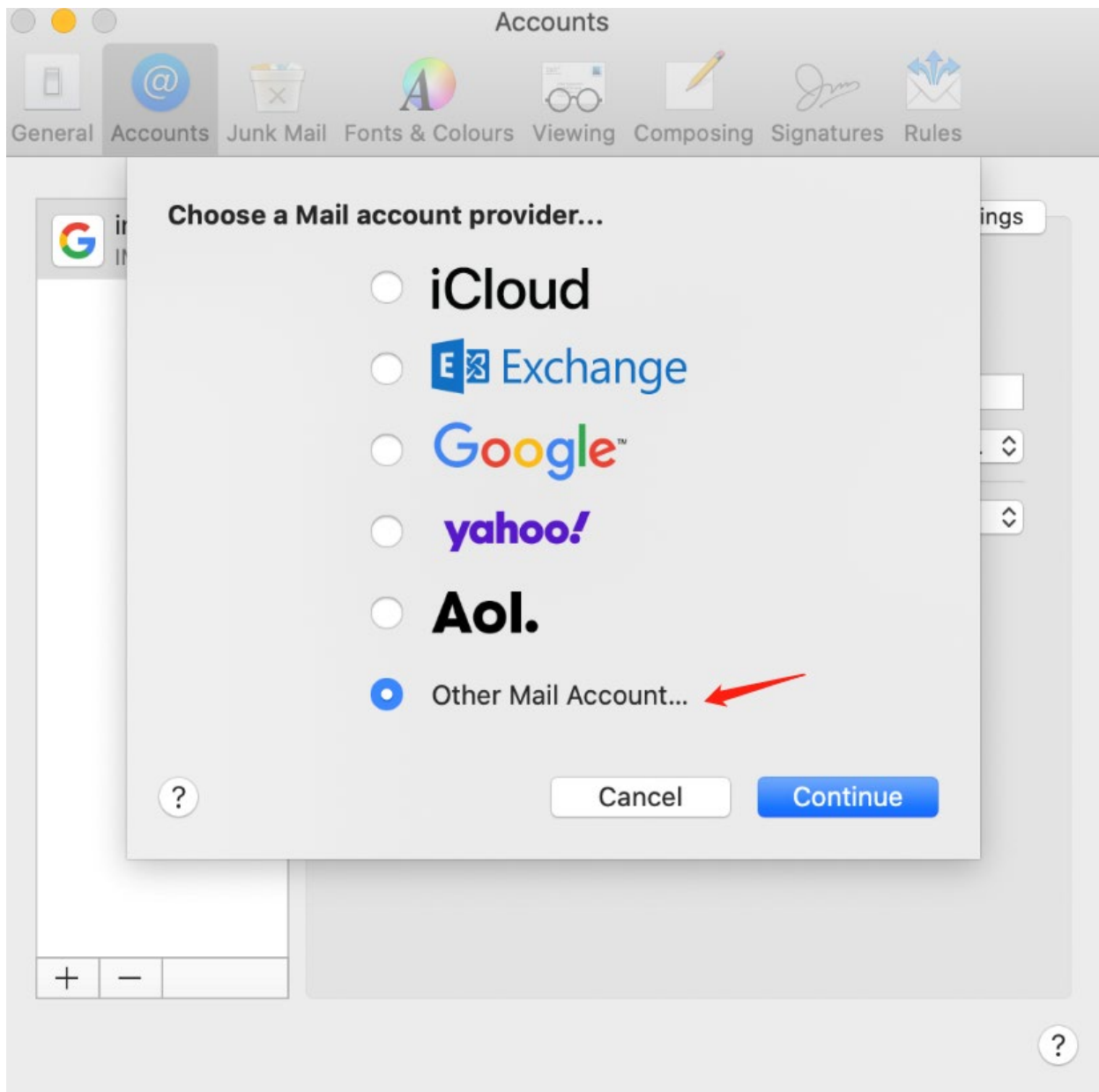
The screenshot shows a contact card for 'DVR ACLS Analytical' with a profile picture containing the letters 'DA'. Below the name, it says 'Shared Mailbox • ACLS'. There are buttons for 'Start chat' and 'Send email'. Below this, there are tabs for 'Contact', 'Organization', and 'Memberships'. Under the 'Contact' tab, there is a 'Status' section showing 'Offline'. A table below lists contact information:

Email	acls.analytical@unsw.edu.au	Company	DVC(R) DVC Research
Email	m1114921@ad.unsw.edu.au	Job title	Shared Mailbox
Chat	m1114921@ad.unsw.edu.au	Department	ACLS

A red arrow points to the email address m1114921@ad.unsw.edu.au in the second row of the table.

Step 2:

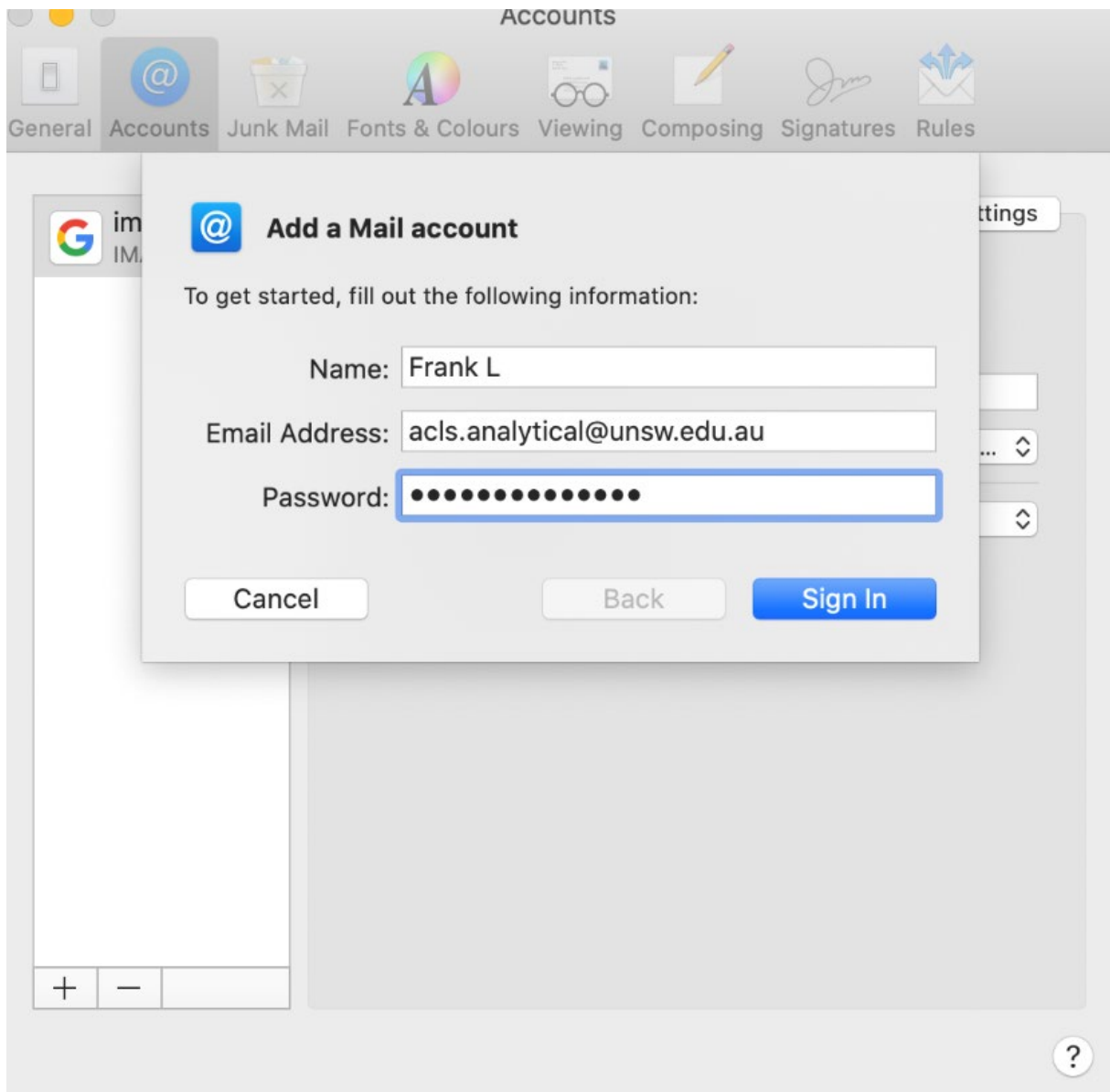
When you create a new email account in MacOS, choose "Other Mail Account"



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

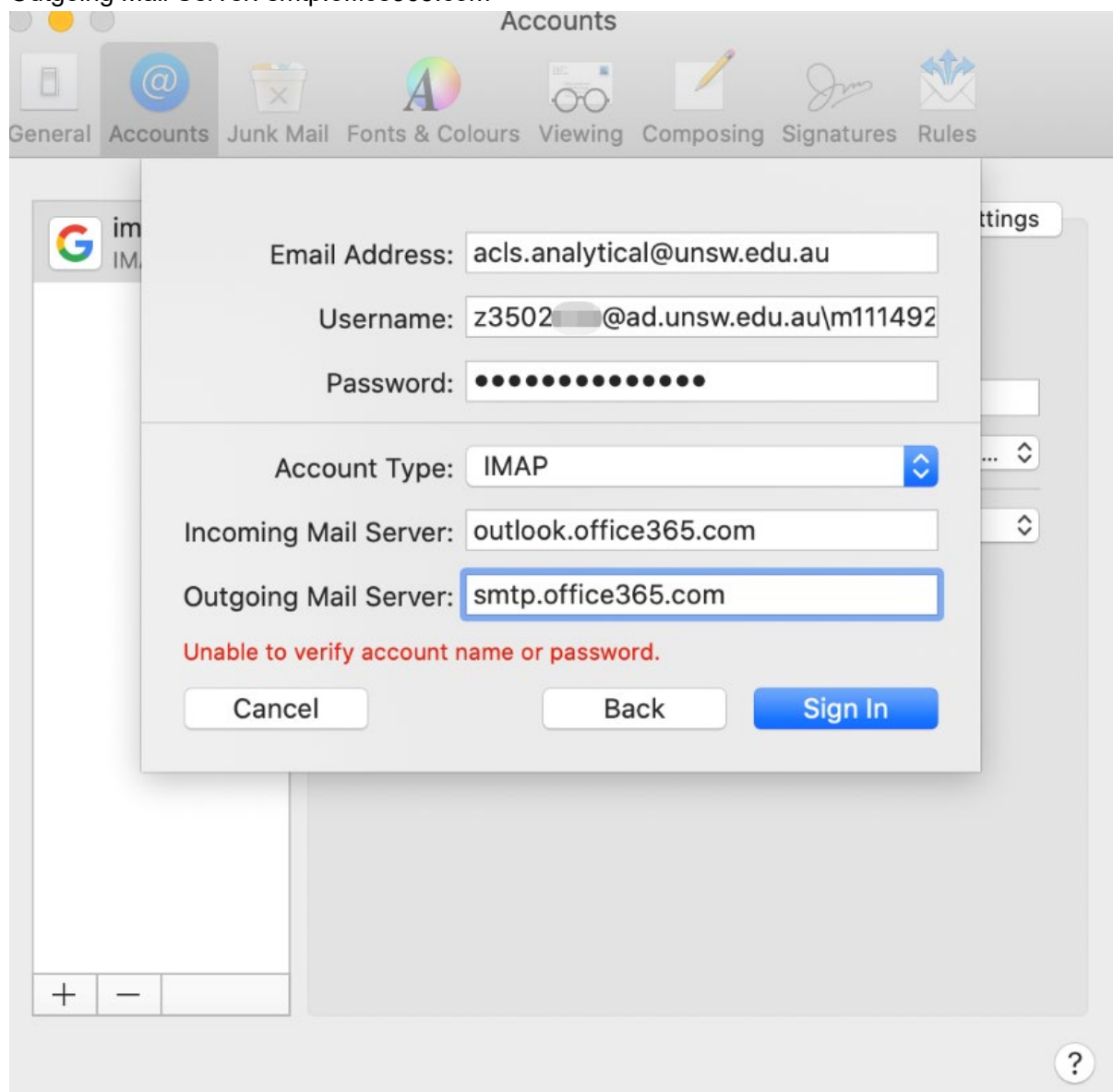
E.g. z3500000@ad.unsw.edu.au\m11492@ad.unsw.edu.au

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.

