Quick Reference Guide

Access to Shared Mailboxes via Outlook Web Access (OWA)

The following instructions will walk you through the process for accessing a UNSW Shared Mailbox via Outlook Web Access (OWA)
To apply for access, please contact the Help Desk helpdesk@adfa.edu.au

Step 1 – Log-in to your UNSW Canberra email account
Click on the provided web link below

http://outlook.com/owa/unsw.onmicrosoft.com

Log-in to your UNSW Canberra email account using the following credentials:

Username: zID@ad.unsw.edu.au
Password: zPass

Click the Sign in button
Step 2- Open Shared Mailbox

After you have logged in, click on the profile icon on the top right hand corner.

Select **Open another mailbox** from the drop down menu.

Search the name of the shared mailbox e.g. ITU Service Centre and then select **Search Directory**.
Once selected click the **Open** button.

The shared mailbox will now open in a new tab or window.

You will now be able to read and respond to messages from the shared mailbox.

If you require any additional assistance please contact Help Desk - Tel: + 61 (02) 6268 8140
Email: helpdesk@adfa.edu.au