Superhighways Office 365 Admin training series

When a staff member leaves, you may need to give access to their mailbox to a member of your current team, even just for a short while.

Once you have given access, you may need to let you team member know how to access that new mailbox.

If they are using the desktop version of Outlook (called the Outlook Desktop Client) they should see the new mailbox listed in the left-hand panel as an additional folder to their existing mailbox (they may need to scroll down).

Please note that it can take a couple of hours for new mailboxes to show up in the Outlook Desktop Client.

If they access Outlook through the browser, please direct them to go to their Outlook account and click on their profile picture or initials in the top right of the screen. Select open another mailbox and type in the email address that they have been given access to.

The mailbox should be immediately available through the browser, once access has been given.

Here is a reference guide to help you https://support.microsoft.com/en-gb/office/access-another-person-s-mailbox-a909ad30-e413-40b5-a487-0ea70b763081.