



How to configure Mozilla Thunderbird to access a shared mail box

Burner EOAS - 2025-04-03 - Email, calendar, and contacts

Overview

A shared mail box is used when one or more people need to assume another email identity. The shared mail box is well suited when correspondence will be passed from one person to another, the identity of the email address is generic, or a group of people want to share and coordinate corresponding by email with outside parties. Some examples where a shared mail box can be used:

- An advising centre where a team of advisors manage incoming requests to "advising@someorg.edu"
- A booking request system, where one or more people accept booking requests and coordinate the reservations.
- A sales team needs to coordinate and track incoming inquiries, and they share access to a mail box with the address sales@someorg.com

The following instructions explain how to set up access to a shared mail box for Mozilla Thunderbird on Windows, the steps for Thunderbird on MacOS are nearly identical.

Configuration

1. Under **Tools**, select **Account settings**.
2. In the **Account Settings** dialogue box, select **Account Actions** and **Add Mail Account...**
3. In the **Mail Account Setup** dialogue, enter the name of the account, for example "Advising Department", the shared mail box email address and a *random* password, click the **Continue** button.

Mail Account Setup

Your name: Your name, as shown to others

Email address:

Password:

Remember password

Any random password can be used at this step.

3. When the **Manual Config** button appears, click it!

Mail Account Setup

Your name: Your name, as shown to others

Email address:

Password:

Remember password

Looking up configuration: Trying common server names

4. In the **Mail Account Setup** dialog box, enter the same details as the screenshot, except for **Username**, enter your full email address, ex. "youremail@eoas.ubc.ca", a backslash, and the identity of the shared mail box. For example, Mary Smith with the email address msmith@eoas.ubc.ca who wants access to the Room Bookings shared mail box would enter:

msmith@eoas.ubc.ca\room-bookings

Click the **Done** button.

Mail Account Setup

Your name: Your name, as seen to others

Email address:

Password:

Remember password

The user name for **Incoming** and **Outgoing** fields is the same. It should be the format "**you@eoas.ubc.ca/shared-mailbox**"

Your name is the shared mail box name, email address is the shared mail box address, and the password is **your** password.

	Port	SSL	Authentication
Incoming: IMAP	Auto	Autodetect	Autodetect
Outgoing: SMTP	Auto	Autodetect	Autodetect

Username: Incoming: Outgoing:

Get a new account Advanced config Re-test Done Cancel

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