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## How to configure Mozilla Thunderbird to access a shared mail box

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

### Overview

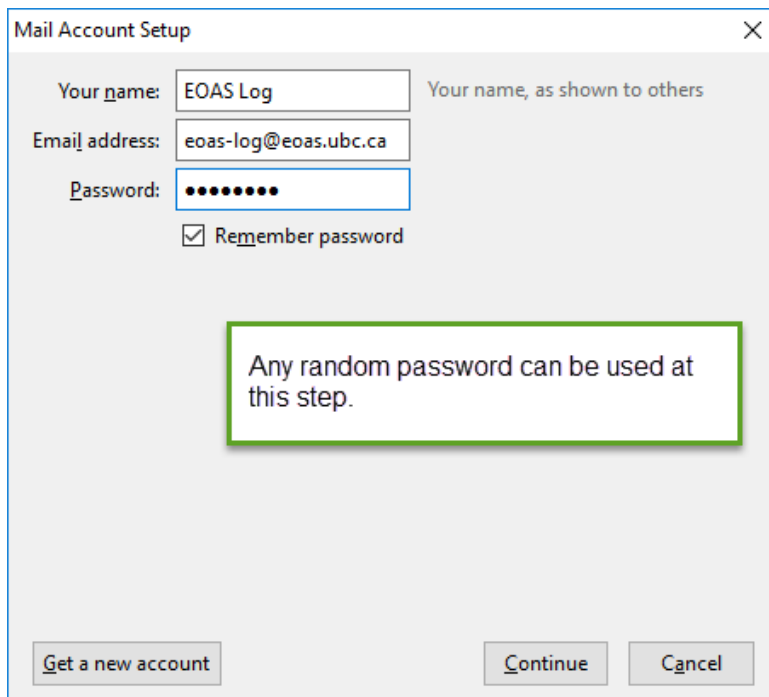
A shared mail box is used when one or more people need to assume another email identity. The shared mail box is well suited when correspondence will be passed from one person to another, the identity of the email address is generic, or a group of people want to share and coordinate corresponding by email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



The screenshot shows the 'Mail Account Setup' dialog box. It has a title bar with a close button (X). The form contains three input fields: 'Your name' with the value 'EOAS Log', 'Email address' with 'eoas-log@eoas.ubc.ca', and 'Password' with masked characters. A 'Remember password' checkbox is checked. A green-bordered text box in the center says 'Any random password can be used at this step.' At the bottom are three buttons: 'Get a new account', 'Continue', and 'Cancel'.

Mail Account Setup

Your name: EOAS Log Your name, as shown to others

Email address: eoas-log@eoas.ubc.ca

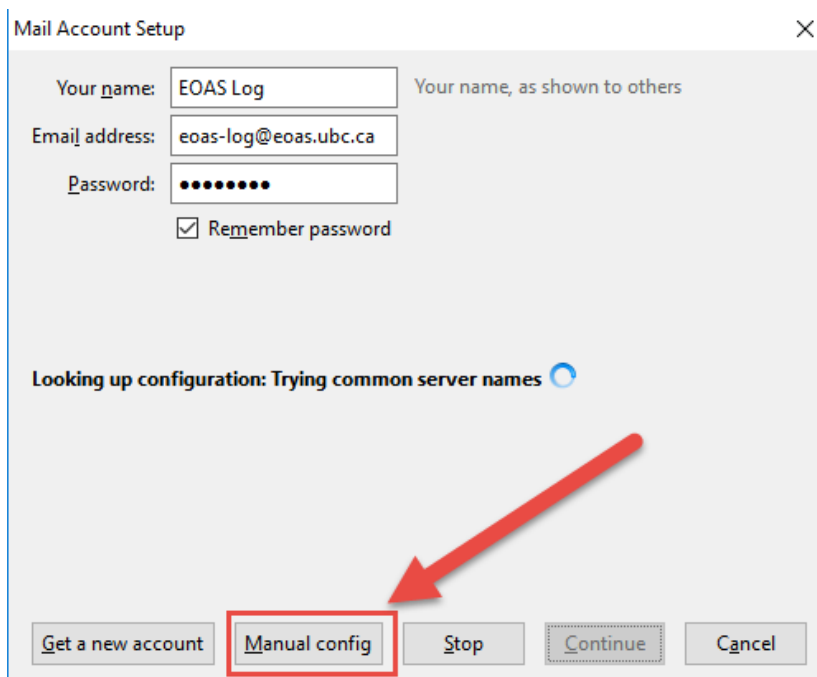
Password: ••••••

☒ Remember password

Any random password can be used at this step.

Get a new account Continue Cancel

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



This screenshot shows the 'Mail Account Setup' dialog box after clicking 'Continue'. The 'Manual config' button is now visible and highlighted with a red box and a red arrow. The status text 'Looking up configuration: Trying common server names' is shown with a progress indicator. The buttons at the bottom are 'Get a new account', 'Manual config', 'Stop', 'Continue', and 'Cancel'.

Mail Account Setup

Your name: EOAS Log Your name, as shown to others

Email address: eoas-log@eoas.ubc.ca

Password: ••••••

☒ Remember password

Looking up configuration: Trying common server names

Get a new account Manual config Stop Continue Cancel

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.cashared-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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