

Adding Shared Resources

PC Instructions—Office

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Table of Contents

Adding a Shared Resource (PC) – Email	4
Adding a Shared Calendar	4
Adding a Resource Mailbox	6
Locating Help Resources	1



Purpose

This documentation highlights features of how to share resources on Microsoft Outlook on a PC.

Audience

This documentation is designed for university faculty, students, and employees who will be using Outlook on a PC.

Adding a Shared Resource (PC) – Email

These instructions CANNOT be done on [the online version of Outlook](#). You must use the Outlook Application on your PC or Mac computer. For questions, contact your LSP.

“Shared Resources” can be a calendar or folder (to collect emails), depending on how your group uses the resource. You will need to know how your group uses the resource to know which instructions to use.

Adding a Shared Calendar

These instructions are for when you use your resource for a calendar **ONLY**.

1. Within your Outlook Calendar, click on **Open Calendar**.



2. Type your calendar name.



3. Type your calendar name, and click **OK**. (It will appear.)



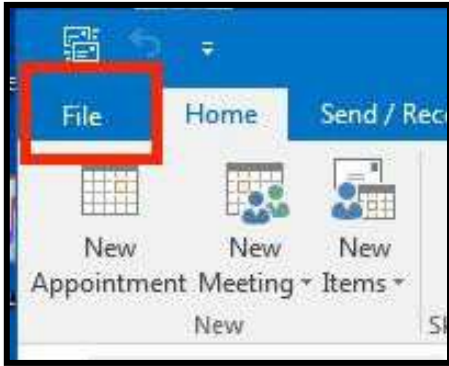
Note: This calendar will continue to be found under Other Calendars in your left folder list



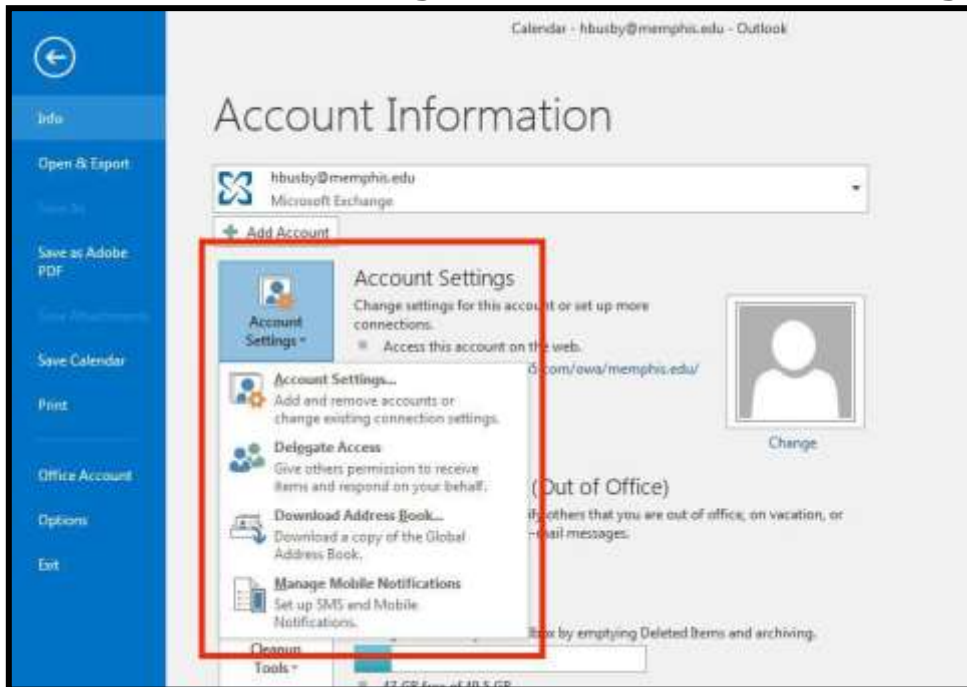
Adding a Resource Mailbox

These instructions are if you use your resource for email. It could also be used as a calendar in this instance.

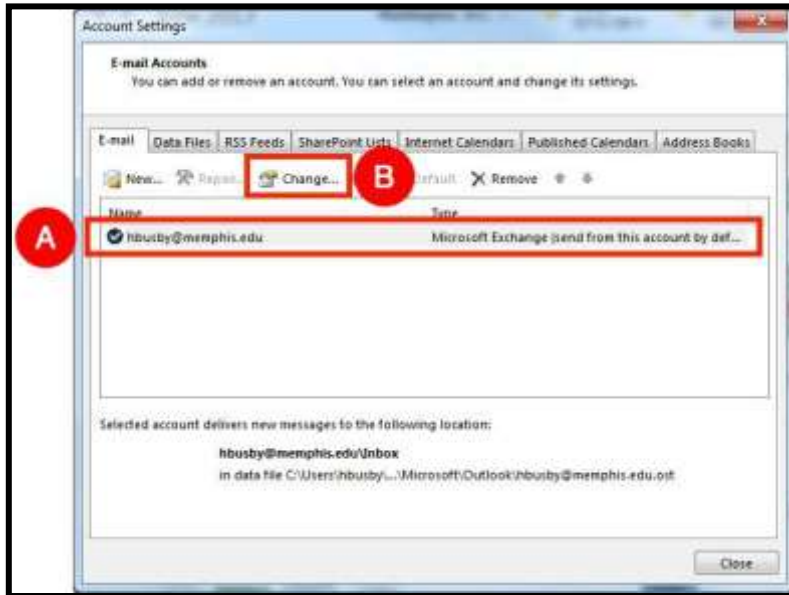
1. Within Outlook, go to the **File** tab.



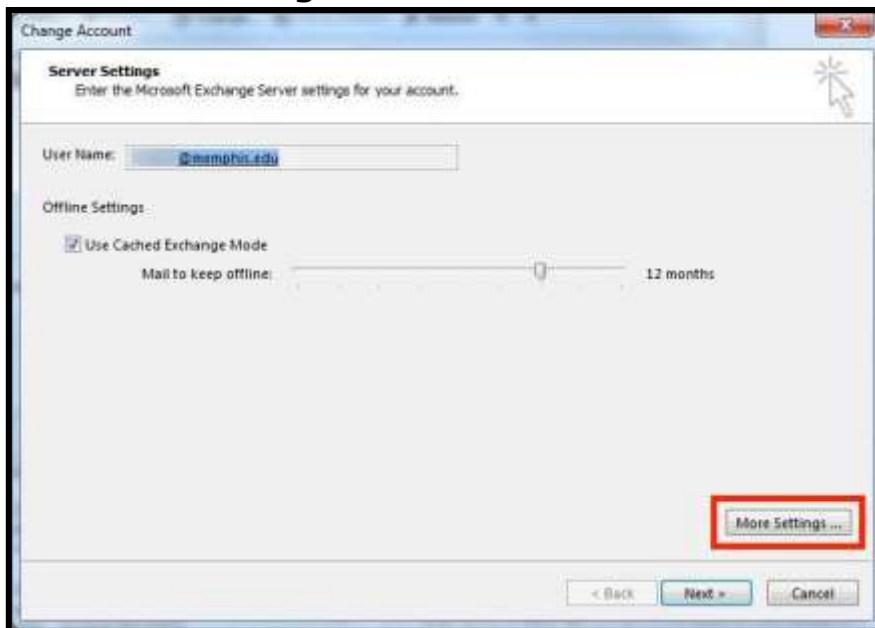
2. Click the **Account Settings** button, then **Account Settings** link.



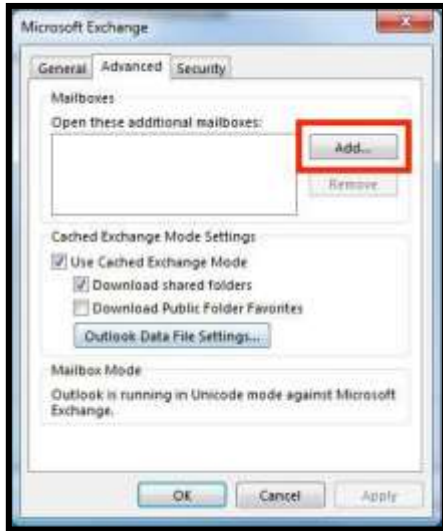
3. A) Click on your account mailbox name in the center of the dialog box,
B) then click **Change**.



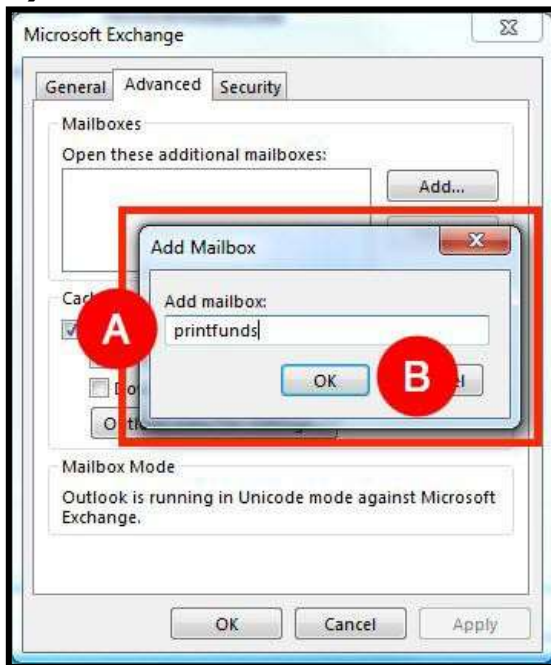
4. Click **More Settings**.



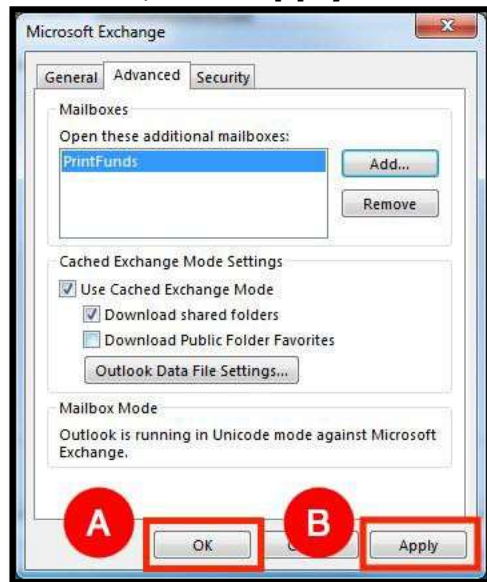
5. Click **Add**.



6. **A)** Enter the name for the new mailbox, **B)** Click **OK**.



7. Click **OK**, then **Apply**.



Note: You will now have an account listing for the new mailbox you just added to your original mailbox. It will typically be listed at the bottom of your folders.



Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. (**Note:** Using this email will automatically generate a service request.)

Important Links

[Explore the umTech Website](#)
[Search the Solutions Page](#)