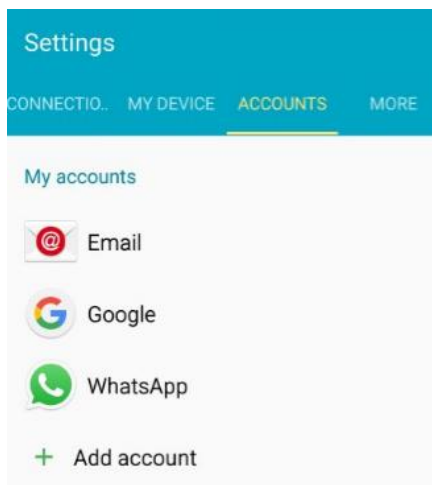


How to setup Shared Mailbox on Android

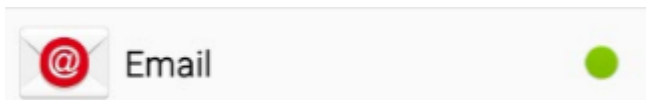
1. Go to Settings



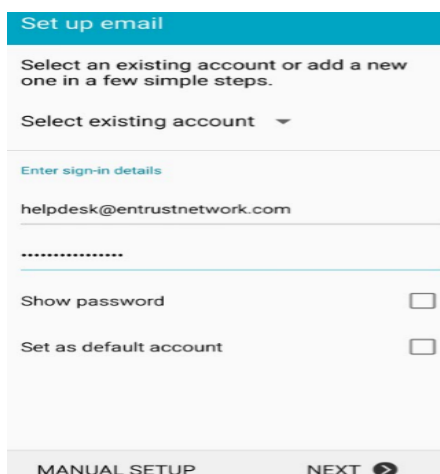
2. Go to Accounts settings, click Add account.



3. Click Mail/Email



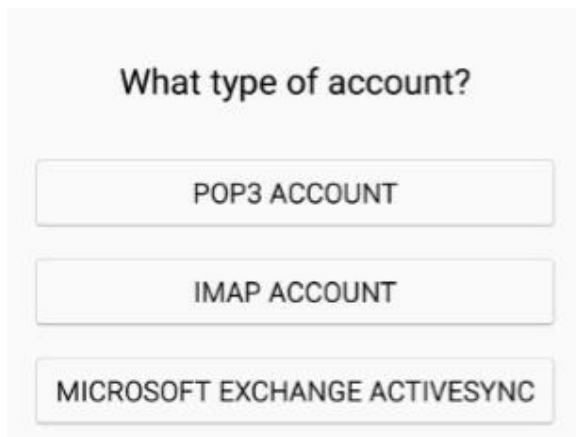
4. Entered your Email address



Email – The shared mailbox's email (e.g., helpdesk@entrustnetwork.com)

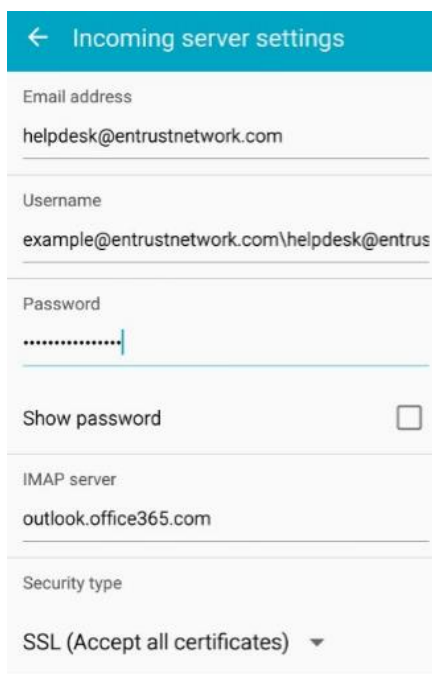
Password – Your app password

5. Select "Manual Setup", choose IMAP



The screenshot shows a screen titled "What type of account?". There are three buttons stacked vertically: "POP3 ACCOUNT", "IMAP ACCOUNT", and "MICROSOFT EXCHANGE ACTIVESYNC". The "IMAP ACCOUNT" button is highlighted, indicating it is the selected option.

6. Enter incoming mail setting

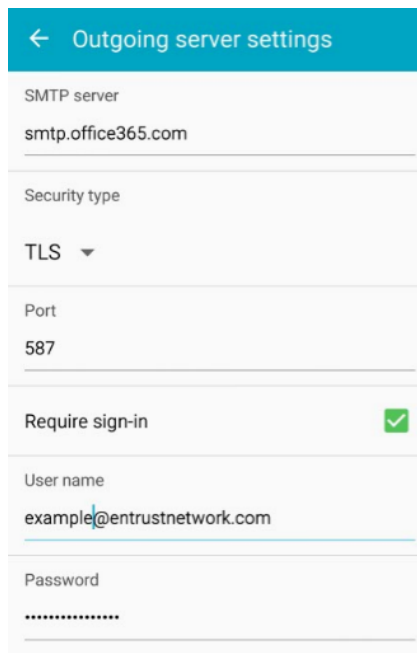


The screenshot shows a form titled "Incoming server settings" with a back arrow on the left. The form contains the following fields and options:

- Email address: helpdesk@entrustnetwork.com
- Username: example@entrustnetwork.com\helpdesk@entrus
- Password:|
- Show password:
- IMAP server: outlook.office365.com
- Security type: SSL (Accept all certificates) ▼

- Username – example@entrustnetwork.com\helpdesk@entrustnetwork.com (use your own personal email\yoursharedmailbox email)
- Email address – helpdesk@entrustnetwork.com (yoursharedmailbox email)
- Password – your app password
- IMAP Server – outlook.office365.com
- Security Type – SSL
- Port – 993

7. Click Next, it will take a moment to check the server settings, then enter the outgoing mail setting.



← Outgoing server settings

SMTP server
smtp.office365.com

Security type
TLS ▼

Port
587

Require sign-in

User name
example@entrustnetwork.com

Password
.....

- Username – example@entrustnetwork.com (your personal email)
- Password – your app password
- SMTP Server – smtp.office365.com
- Security Type – TLS/TLS (accept all certificates)
- Server Port – 587
- Checkbox to require login – Make sure it is checked

8. Select “Next.” It will take a few moments for the server to connect and the sync to start.