

Browsing to Public Folders in Outlook on the Web

Scope: BOR,CCC

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Table of Contents

1. Introduction	1
2. Browsing to Public Folders in Outlook on the Web	1
3. Add Favorite Public Folders in Outlook on the Web.....	2

1. Introduction

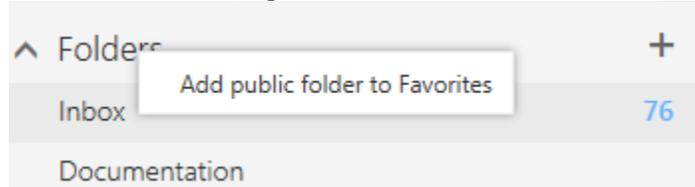
On October 17, 2016 Public Folders were migrated to Office 365. For an Outlook client user there is no change to how Public Folders are accessed, however, for Outlook on the Web users, the functionality is different. These directions will show how to browse to and add as a favorite a particular Public Folder location.

2. Browsing to Public Folders in Outlook on the Web

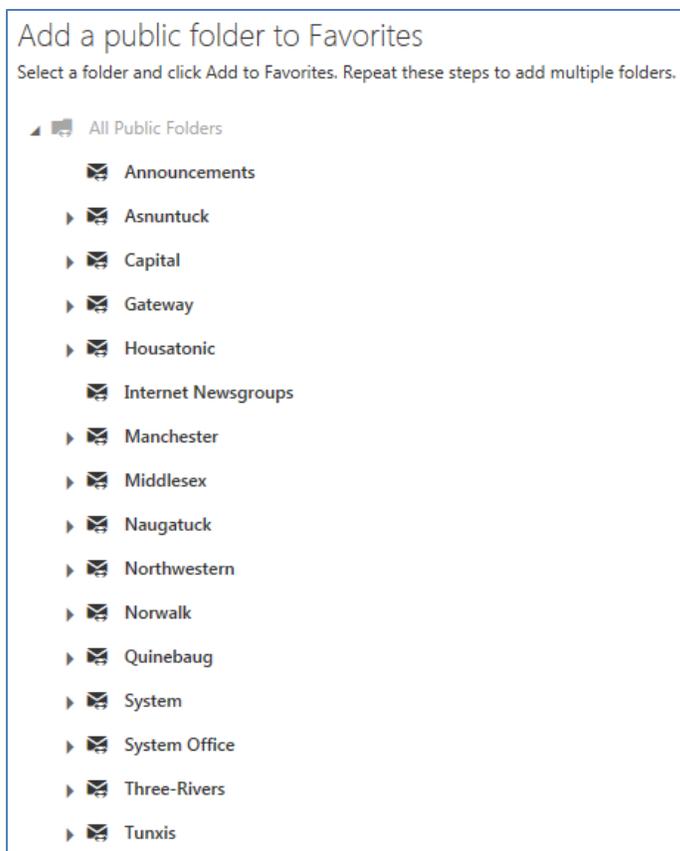
After logging into your web mail, click on the Folders button:



In the Folders view, **right-click** on Folders and choose Add public folder to Favorites



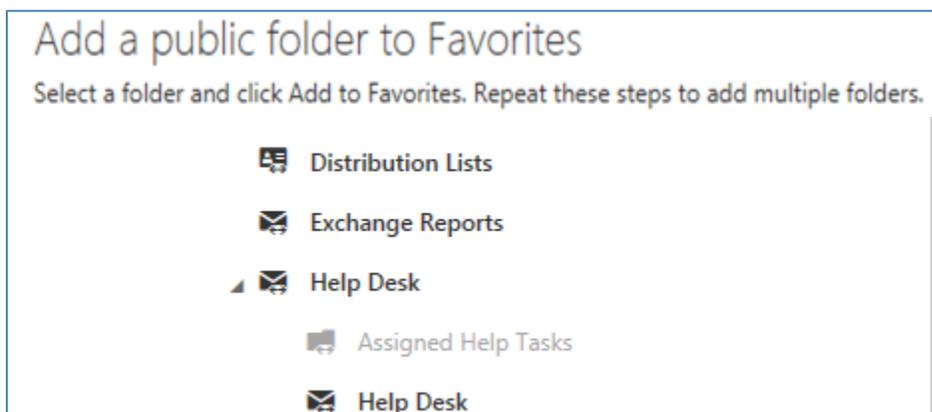
This will bring up the Public Folder tree. Browse through the tree to the location you need to access.



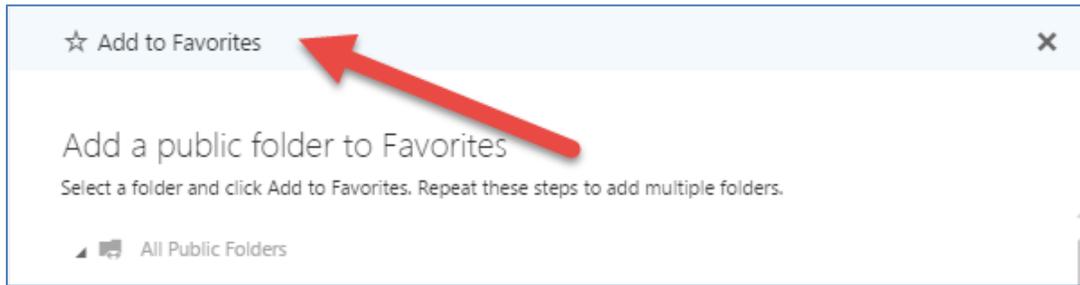
3. Add Favorite Public Folders in Outlook on the Web

In order to access Outlook favorite Public Folders, you must also add the folder to your Favorites *in Outlook on the Web*. The Outlook desktop client will not sync your Public Folders with Outlook on the Web. You will need to have access to the Public Folder in order to browse the content. Otherwise you will get an Access Denied warning.

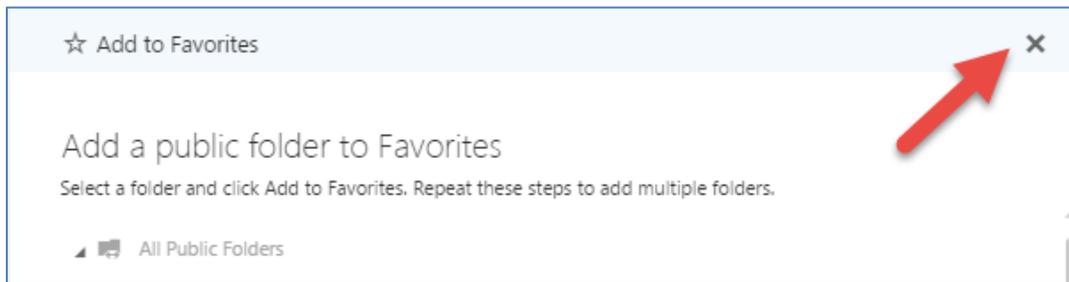
Browse to the desired Public Folder:



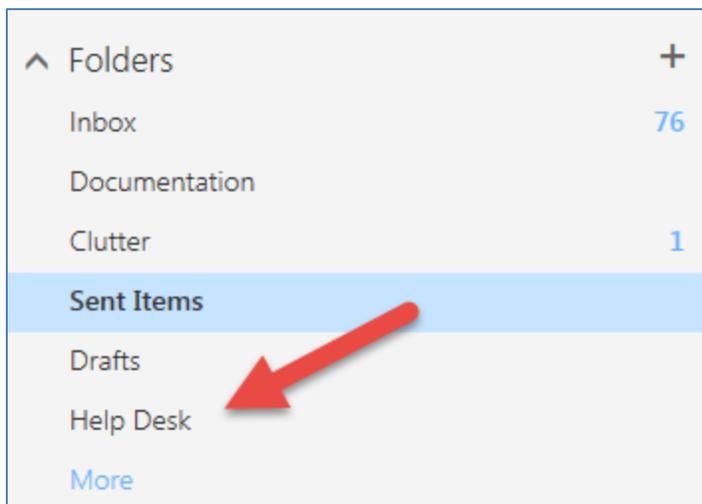
Select the folder and then click the **Add to Favorites** button at the top:



You can continue to select Public Folders and click Add to Favorites to add multiple Public Folders to Favorites. When done selecting Public Folders, close the "Add a public folder to Favorites" window by clicking the x in the upper right hand corner:



The Public Folder(s) you added will appear on the left-hand side as a folder. In this example we added the **Help Desk** Public Folder as a Favorite:



Click **More** to return to the Inbox view. You should be able to access Public Folder favorites from either view.

Note – You will not see the Public Folder added as a favorite in the Outlook desktop client. You would need to add a favorite in the Outlook desktop client separately.