



Instruction Guide

Access Service Email Inboxes



How to Access Service Inboxes

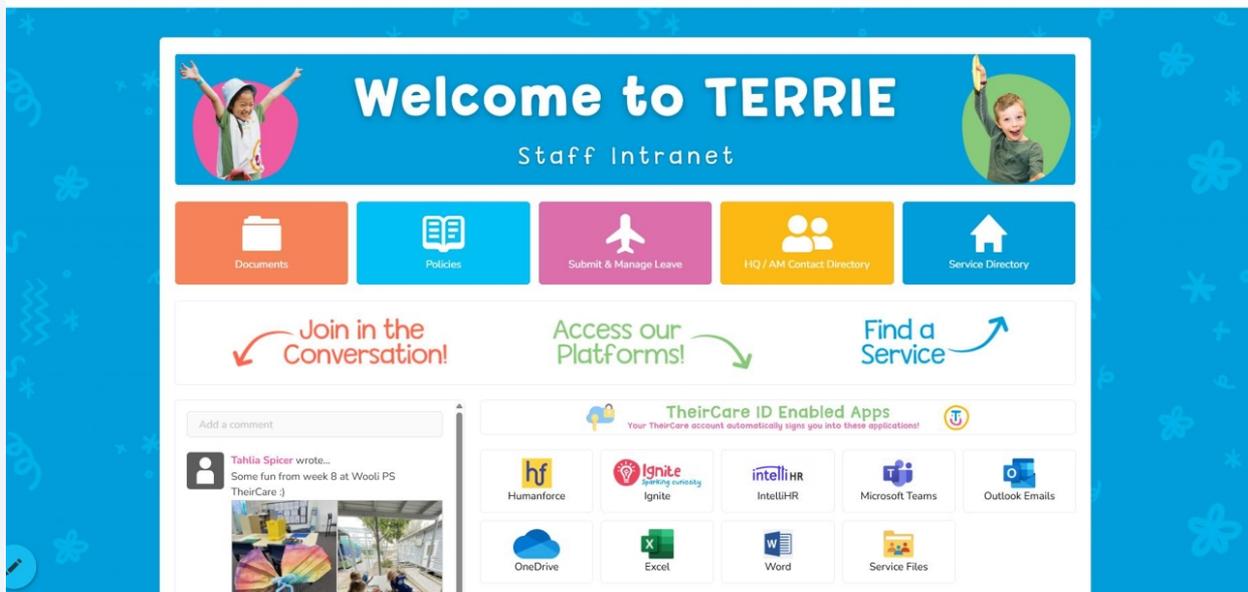
This guide provides essential steps for Coordinators, 2ICs, and Responsible Persons to efficiently access service inboxes through Outlook and TERRIE. It outlines two methods tailored for different roles—one for ongoing access and another for temporary use—ensuring users can manage communications effectively.



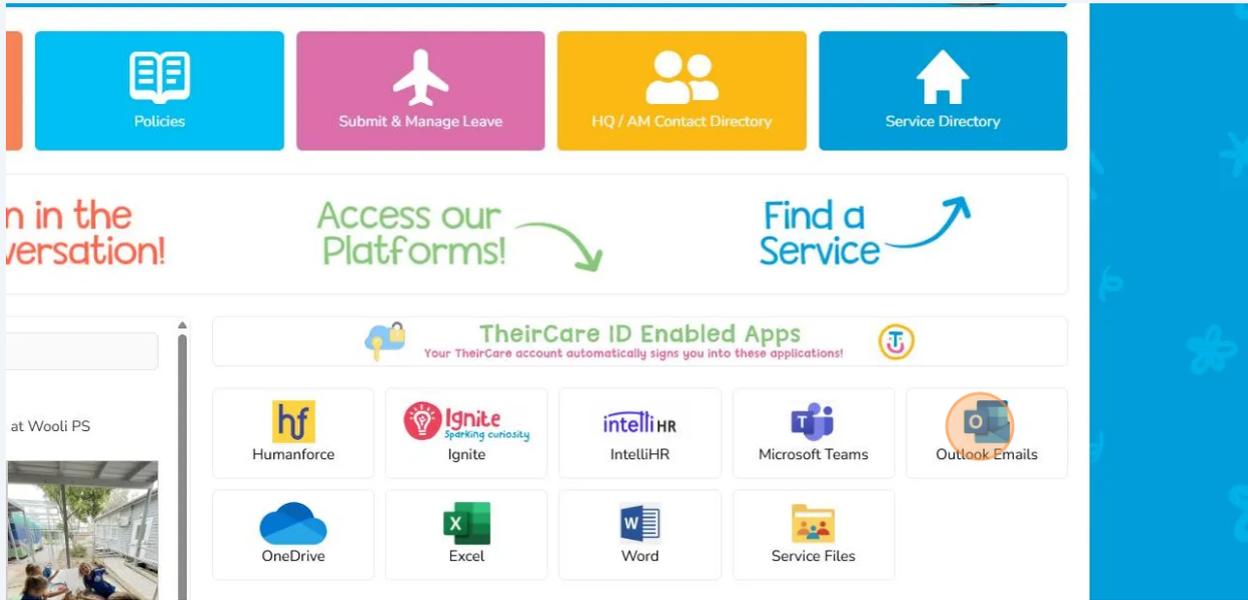
These steps will only work if you are Coordinator / 2IC / Responsible Person at the specific service you wish to access

Open Outlook

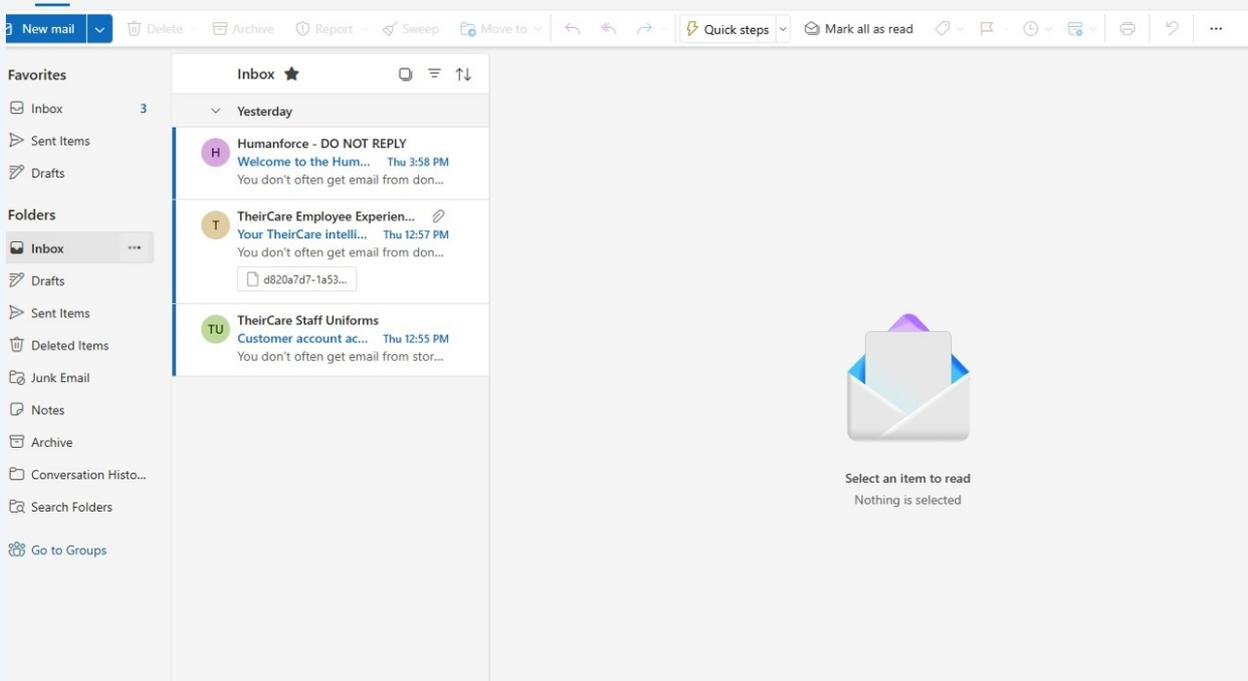
- 1 Open TERRIE by going to terrie.theircare.com.au and log in.



2 Click on Outlook



3 Your work TheirCare email account will load

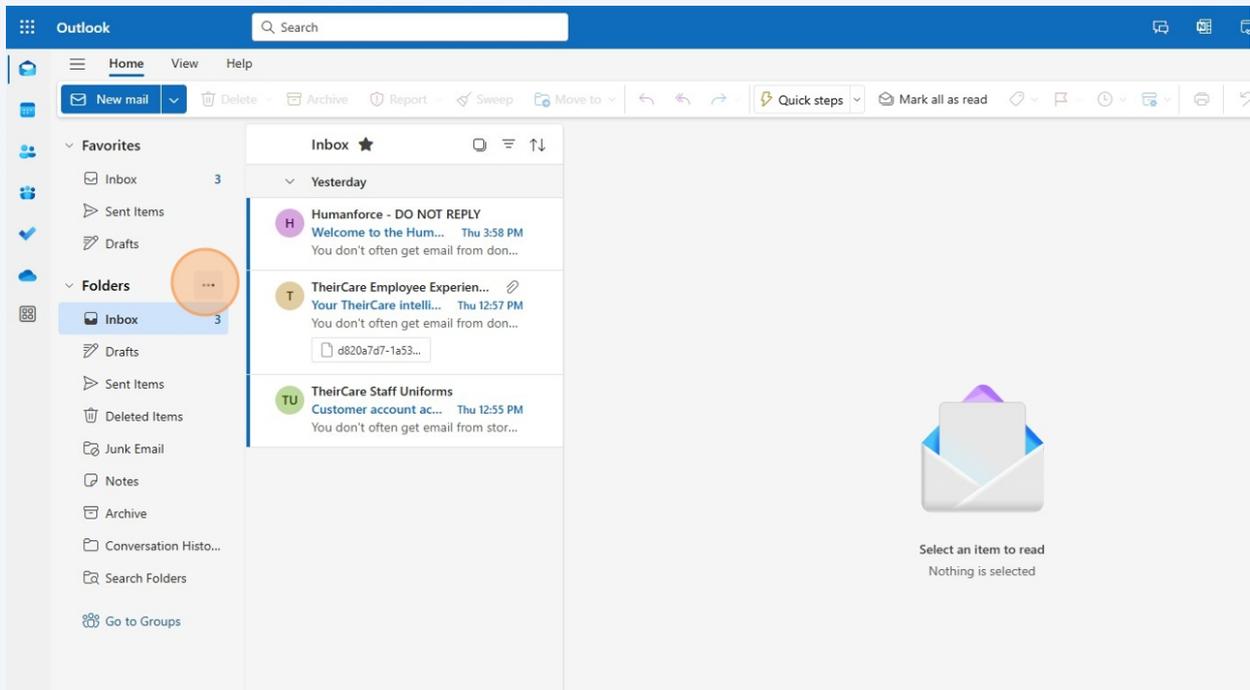


Option 1: Add to your Outlook account

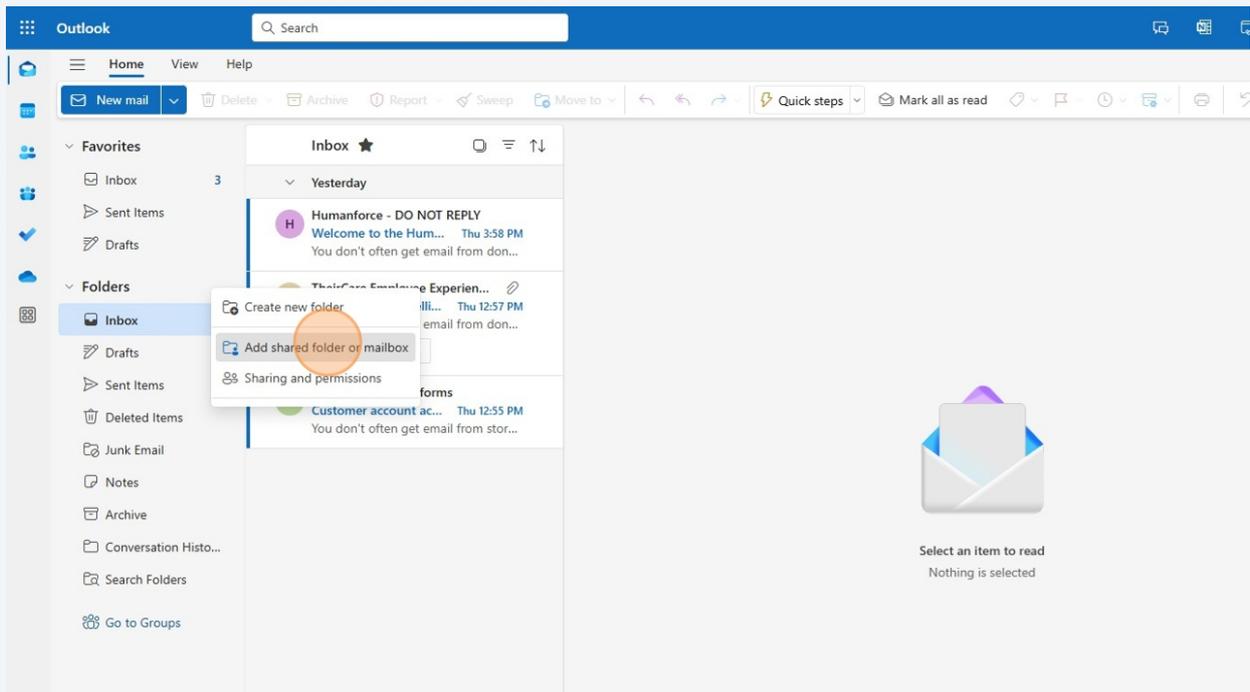


This option is best suited towards Coordinators and 2IC who work on an ongoing basis at a service.

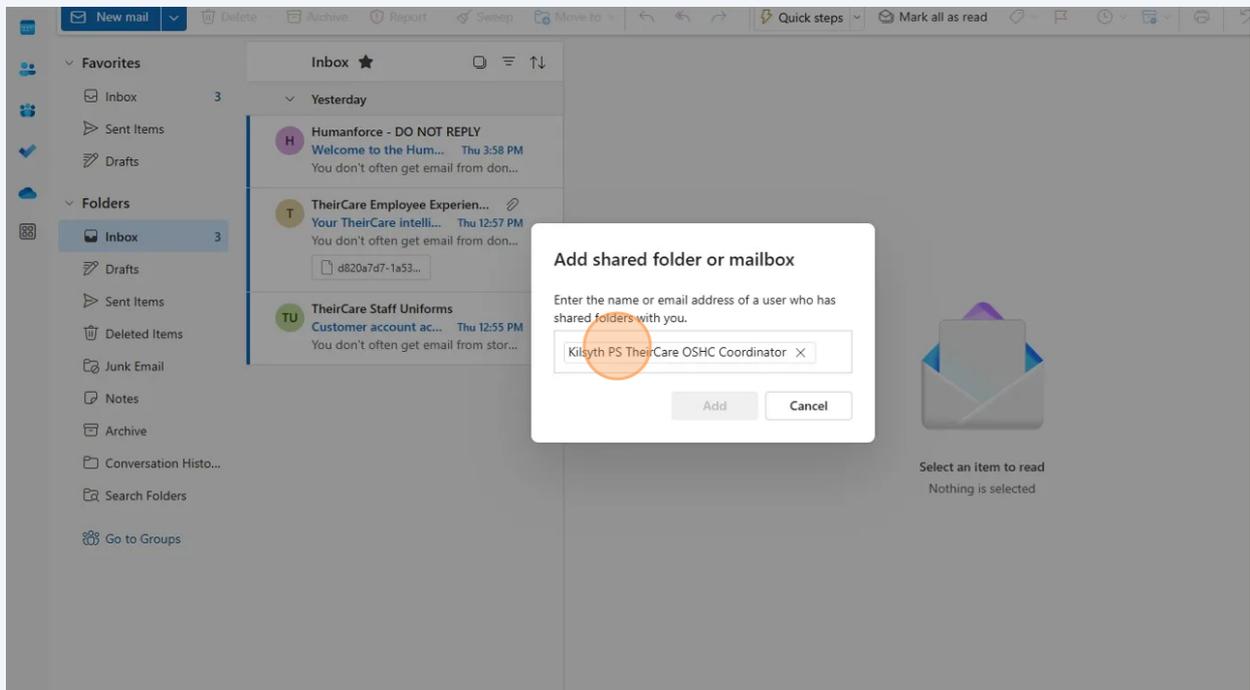
4 Click the three dots next to Folders



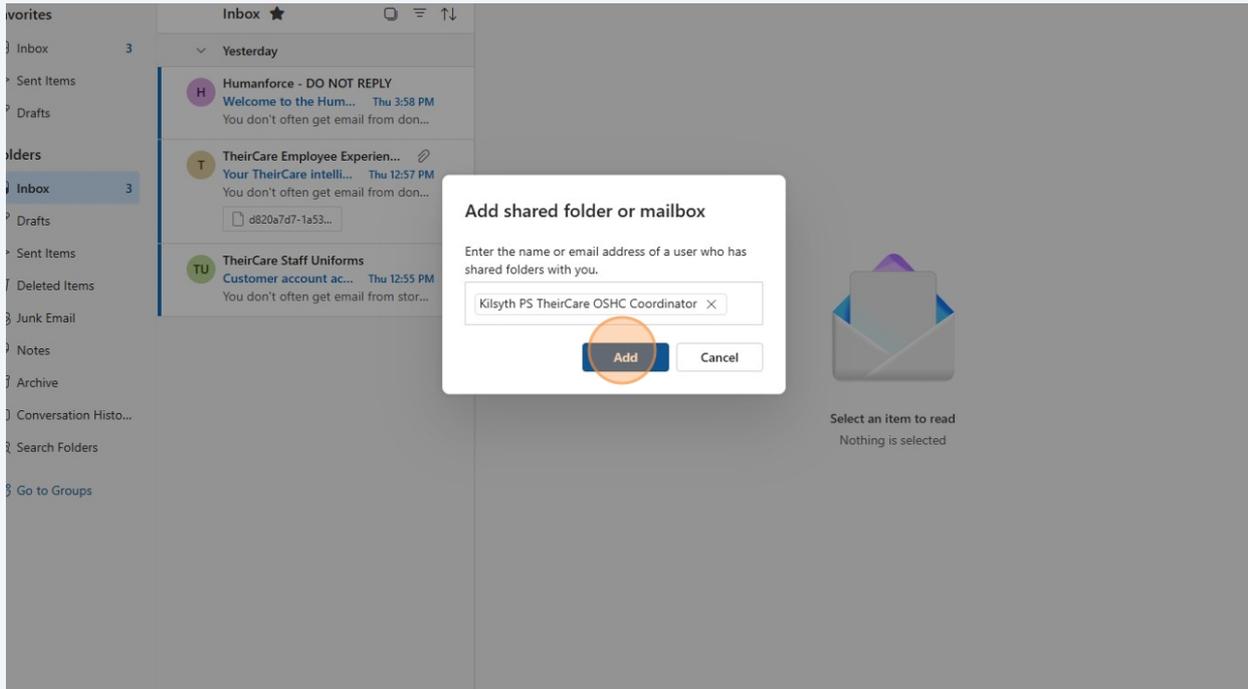
5 Click "Add shared folder or mailbox"



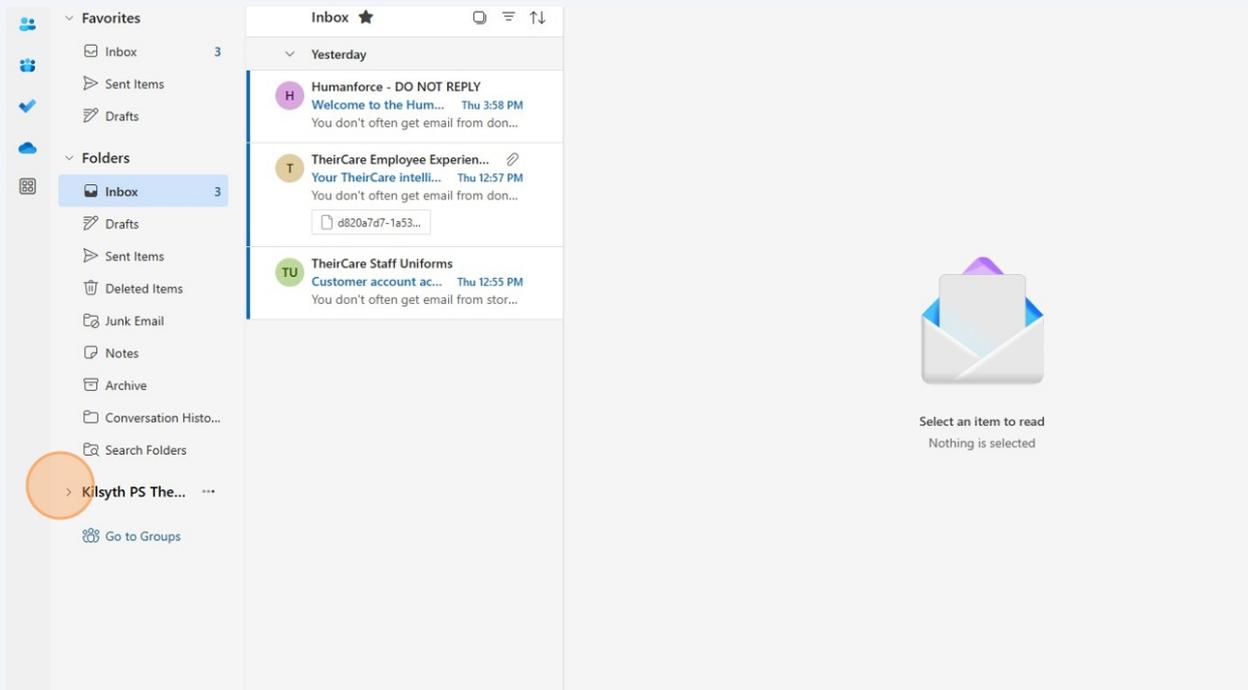
6 Type in the service email address you want to access



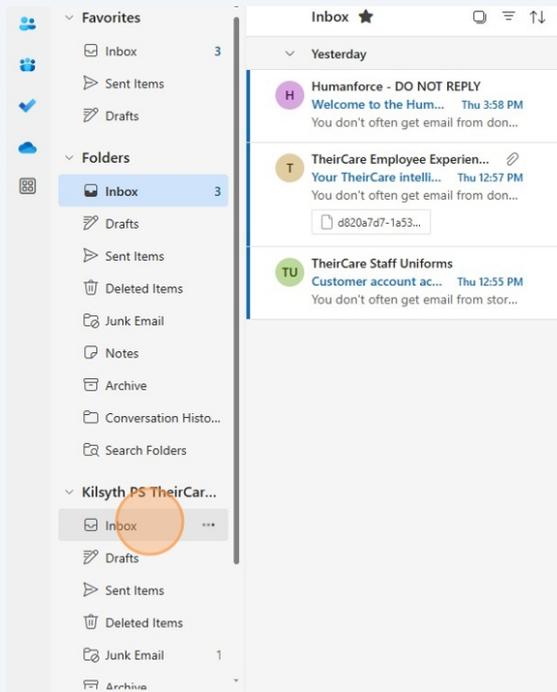
7 Click "Add"



8 Expand the service inbox by pressing the arrow next to the service name



9 Click "Inbox"



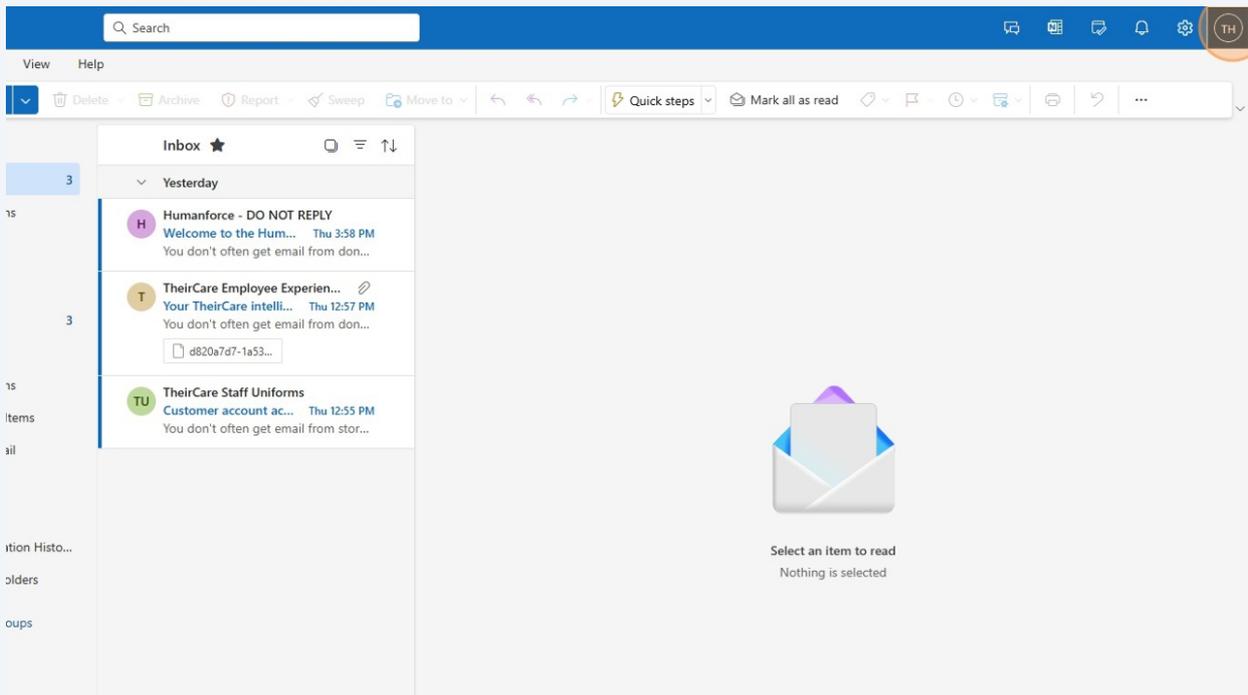
Select an item to read
Nothing is selected

Option 2: Add via "Other Mailbox" option

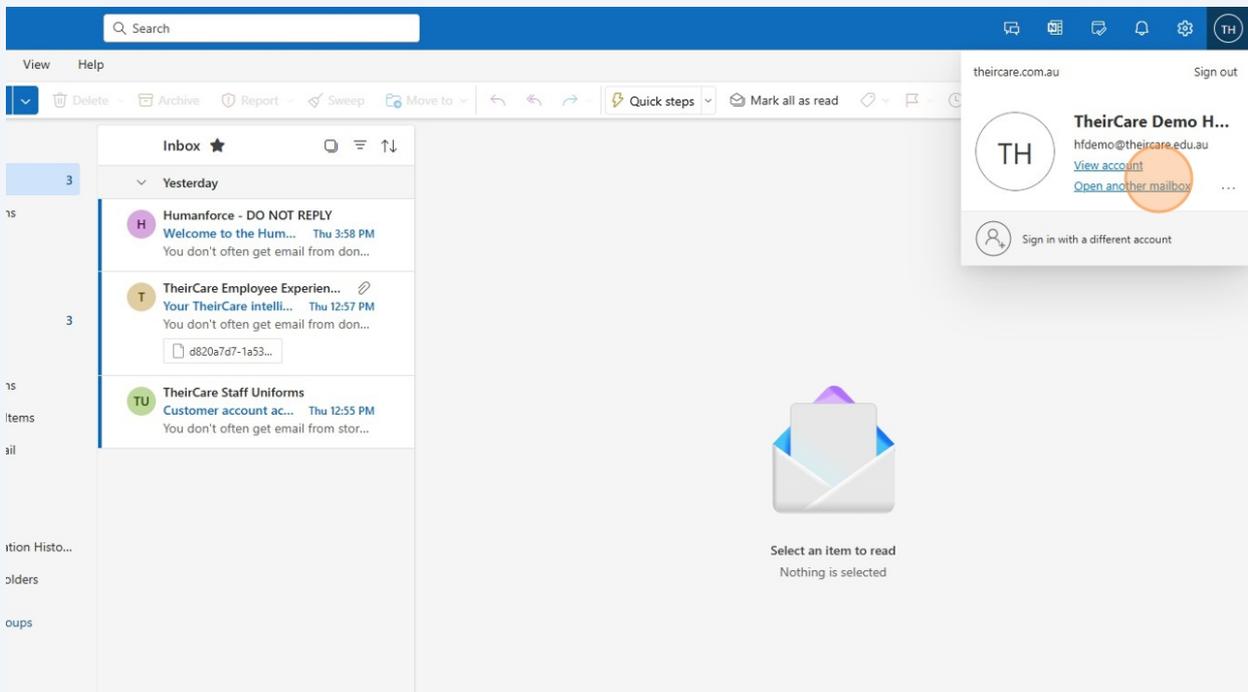


This option is best suited for those who are stepping up or temporarily Coordinating a service.

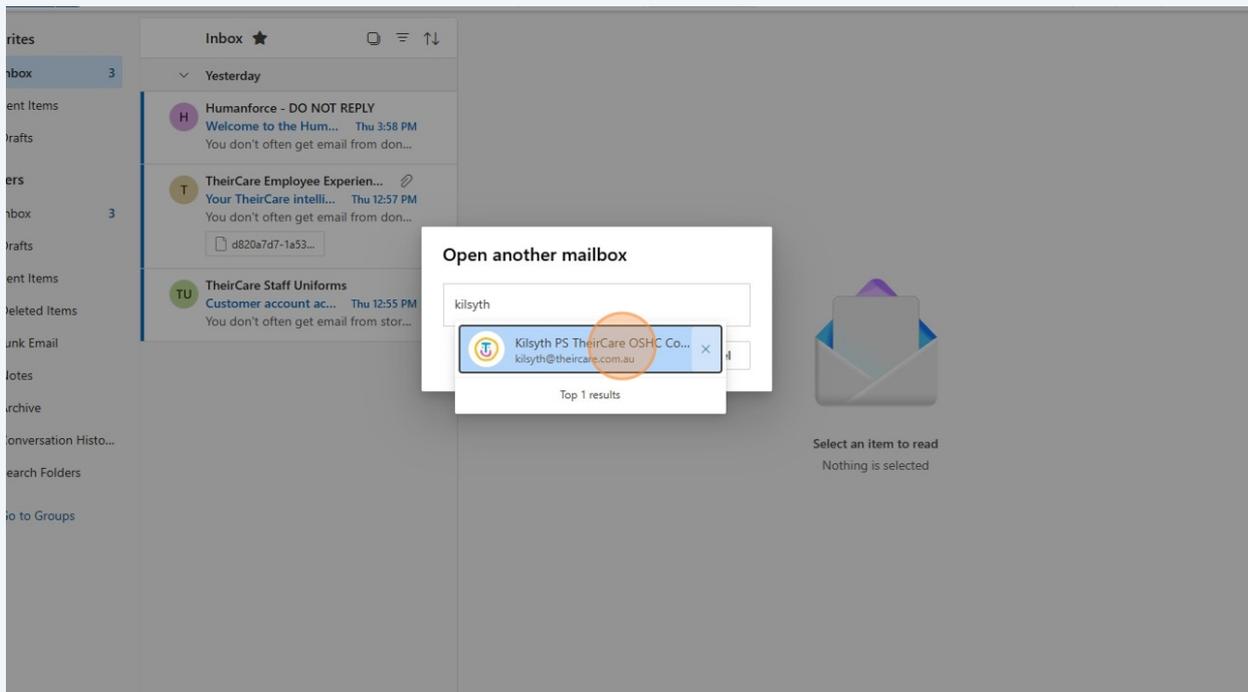
10 Click your initials in the top right corner



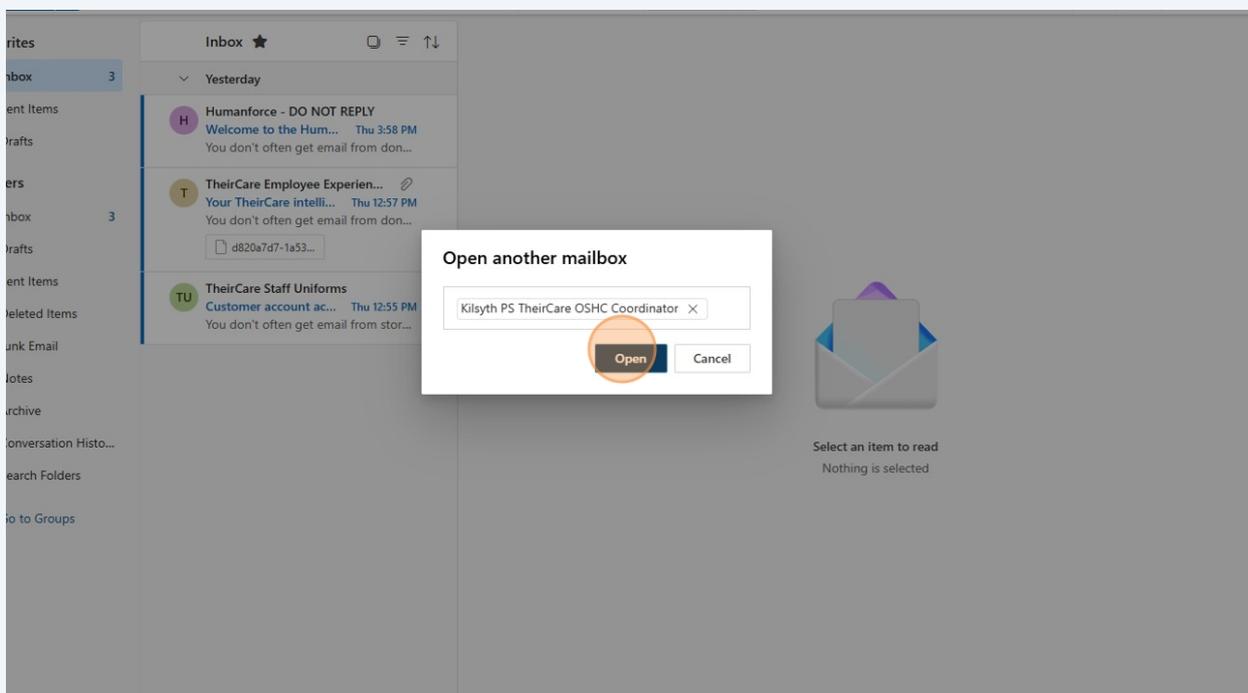
11 Click "Open another mailbox"



12 Type in the service email address you want to access



13 Click "Open"



14 The inbox will open

