



## Hosted Exchange – Shared Mailboxes

Skyfillers Customer Manual

## General

Shared Mailboxes provide the same functionality as normal User Mailboxes. It is, however, not possible to login directly to a shared mailbox. The mailbox has no username and password. Instead a shared mailbox can be accessed indirectly by granting permissions to existing users.

When selecting Shared Mailbox as mailbox type, while creating a new mailbox in the control panel, the input fields will be limited to the Display Name and Primary Email. No password can be defined.

+ Add Mailbox	
* Mail-enabled active directory user:	Add New MailBox
* Full Name (Display name):	Shared Mailbox
* Primary email:	shared @ demoeasy.com
* Mailbox type:	Shared Mailbox

Additionally global permissions can be granted while creating the new mailbox: SendOnBehalf, SendAs and FullAccess.

Full Access:		
Available Members	<input type="button" value="&gt;&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&lt;"/>	Selected Members John Doe (Mailbox)
Send On Behalf:		
Available Members	<input type="button" value="&gt;&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&lt;"/>	Selected Members
Send As:		
Available Members	<input type="button" value="&gt;&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&lt;"/>	Selected Members John Doe (Mailbox)

If FullAccess permissions were granted to a user, the mailbox will automatically appear in Outlook shortly after. This will only work in Outlook for Windows in version 2010 or above. In other Outlook versions the mailbox can be added manually.

Users with less permissions can also add the mailbox manually (see instructions below).

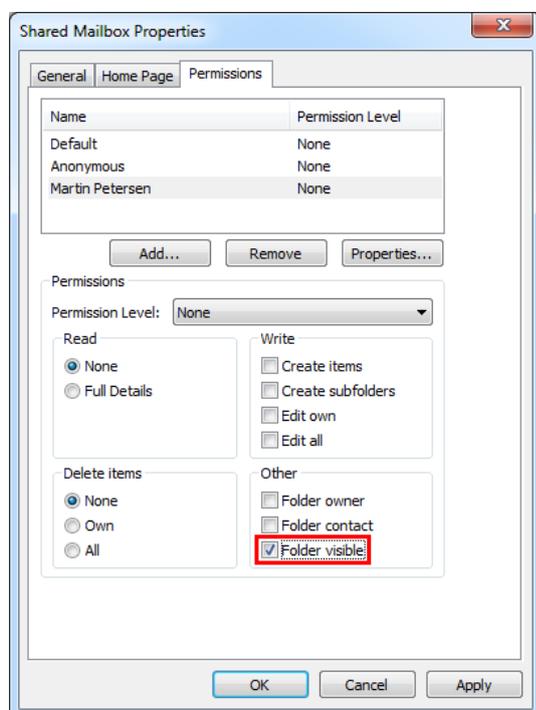
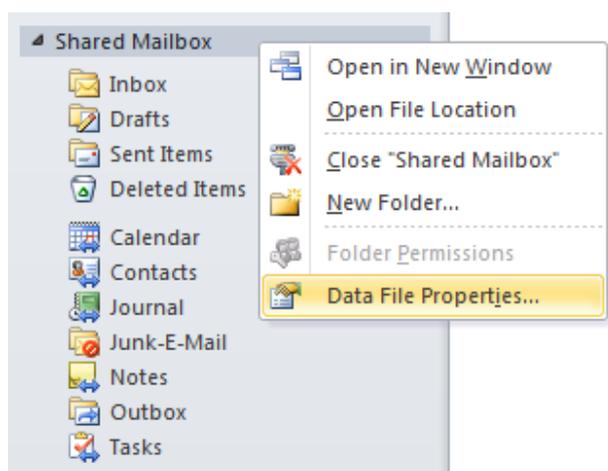
View FullAccess permissions a user has access to the entire mailbox and can read, edit and delete items. Furthermore, the user can grant individual permissions on folders in the mailbox.

## Limited permissions

It is possible to limit the permissions a user gets, so the user will only be able to see or access specified folders.

For users (without FullAccess permissions) to see shared mailboxes, they must at least have the **Folder Visible** permission granted.

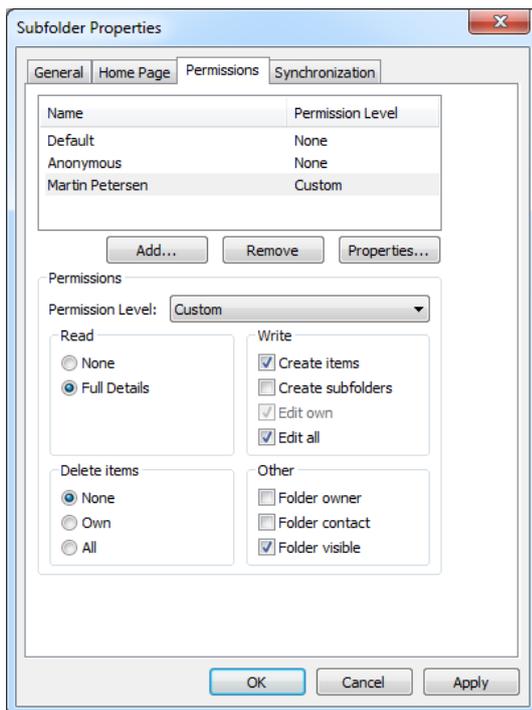
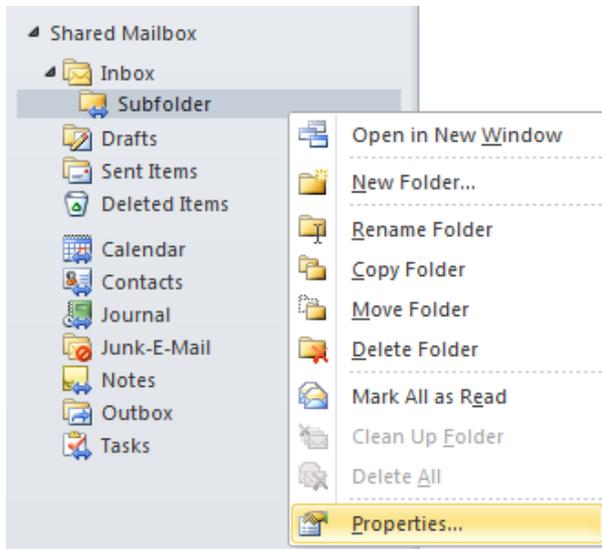
Right-click on the title of the mailbox in Outlook. Choose **Data File Properties** and then select the **Permissions** tab.



For each folder in the mailbox the permissions can be set the same way.

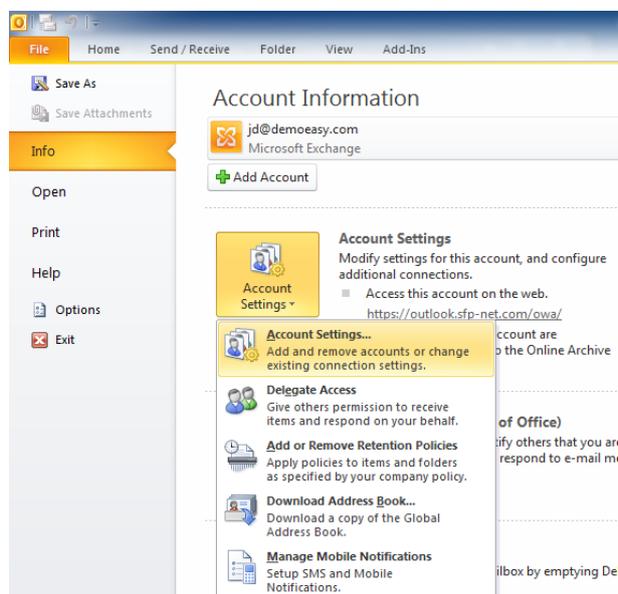
Users will only see folders they have received the **Folder Visible** permission for.

Comment: Permissions can also be granted via groups (Security Groups). This allows for users to be added to or removed from a group, to automatically gain or lose permissions.

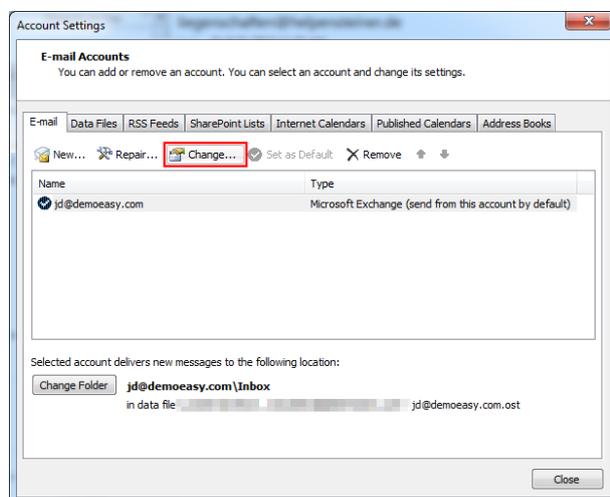


## Add a Shared Mailbox manually in Outlook

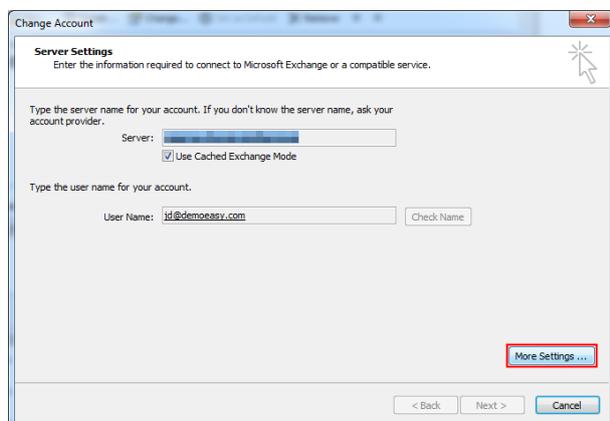
In Outlook choose **File > Account Settings > Account Settings**.



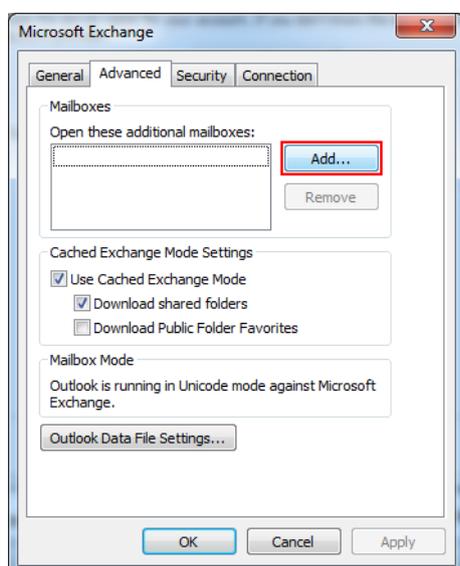
Choose your primary Exchange account from the list, then click **Change**.



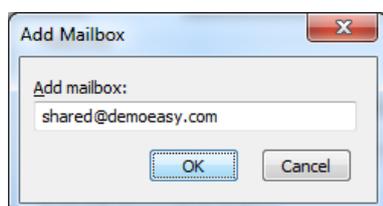
Click on **More Settings**.



Select the **Advanced** tab and then click **Add**.



Type the name or email address of the shared mailbox and confirm with **OK**.



The shared mailbox will be added to the list and automatically appear in Outlook below your other existing mailboxes.

Return to Outlook by clicking **OK**, **Next** and **Finish**.

