



### Benefits of Shared E-mail Accounts:

- Using a shared email account is a way for multiple team members to communicate with customers from a single email address.
- It also allows team members the ability to save messages where others can refer to them in the folders of the shared mailbox account.

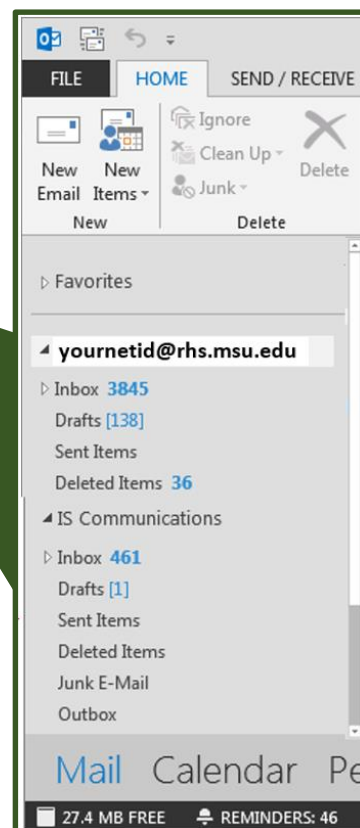
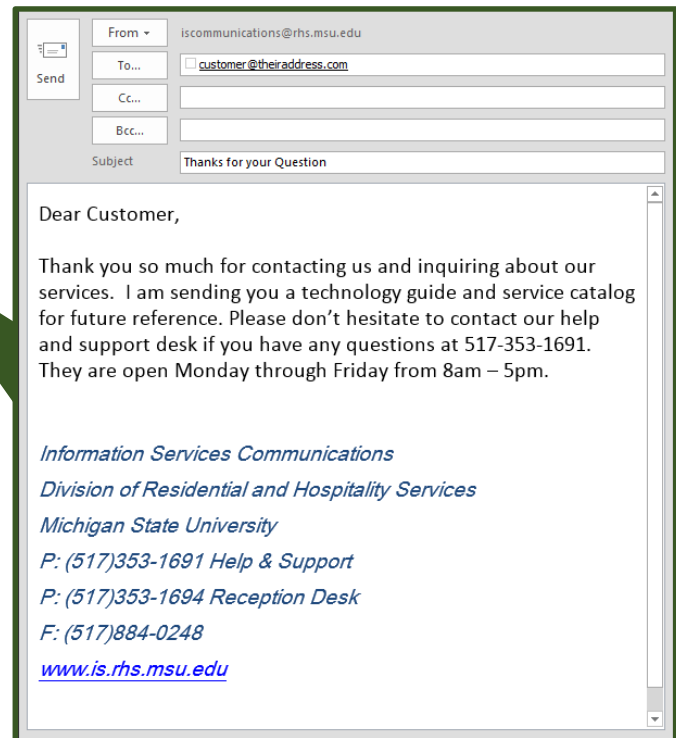
### Before you begin:

- Access to shared email accounts can only be granted by RHS Information Services Network Administrators.
- Your supervisor must submit an Access Request Form (ARF) on your behalf and specify the name of the shared email account.
- ARFs are available at: V:\Administrative Records\Forms\ARF
- An ARF should also be submitted to remove access to a shared email account when it is no longer needed.

### Viewing the shared mailbox:

- Once you are granted access, open Outlook on your RHS Computer.
- On the left side of your screen you will see your individual account ([yourNetID@rhs.msu.edu](mailto:yourNetID@rhs.msu.edu)) with all of your mail folders listed.
- Below your account (you may need to scroll down a bit), you should see the shared e-mail account and its subfolders. The shared account pictured here is called "IS Communications".
- If needed, click the arrows next to the account name and **Inbox** to expand and display the contents and folders.
- You can open the inbox, create folders and organize the mail into folders within the shared account.

*NOTE:* Your changes and organization are seen by all users who access this shared mailbox.



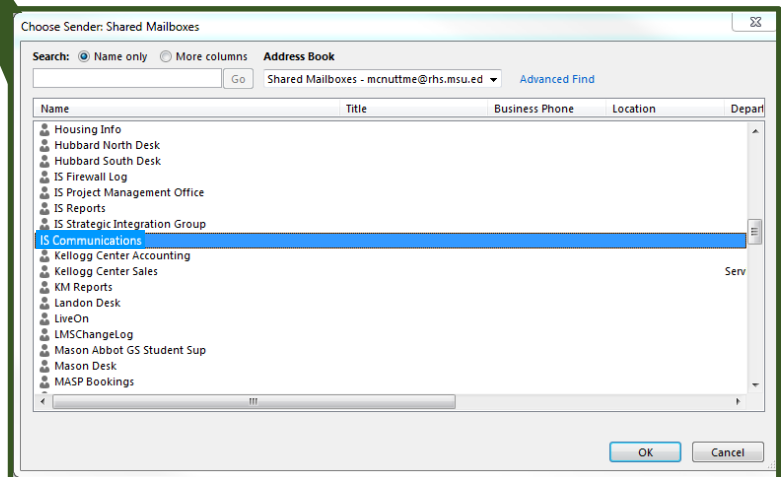
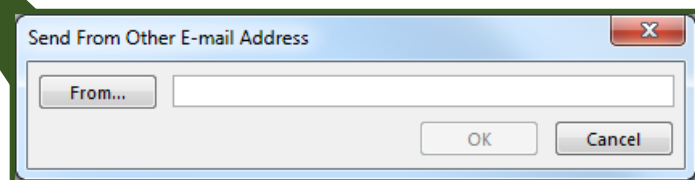
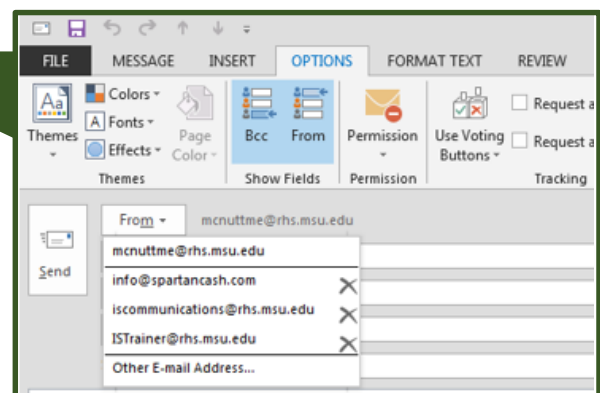
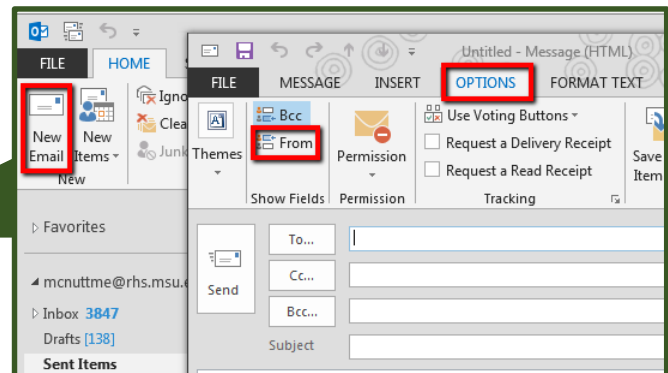


### Sending mail from a shared account:

- Click **NEW E-MAIL** from the Outlook mail screen in the ribbon menu. In the new message window that opens, click the **OPTIONS** tab at the top then click the **FROM** option in the “show fields” section.
- You will now see a drop-down menu in the “From” section of any e-mail you create that will list your individual e-mail address and other e-mail addresses. Select the **OTHER E-MAIL ADDRESS** option.
- A box will appear. Click **From**.
- A **Choose Sender** window will display. Make sure “**Name only**” is selected, next to **Search**. Then click the **Address Book** drop-down list and click to highlight “Shared Mailboxes”. This filters your search and lists only shared mailboxes.
- Find and click the shared account you wish to send from then click **OK**.
- Then create and send the email.

#### Note:

- You only have to define this shared account once on the computer you are using. In the future, the account will appear in the drop-down menu of the “from” field when you compose new email. *Be certain to select the correct account to send from each time you send an email message.*
- The message is saved in the **Sent Mail** folder of your individual email account (not the sent folder of the shared account.) To change this, copy the sent message to the shared account’s sent folder or use the Outlook Web Application.





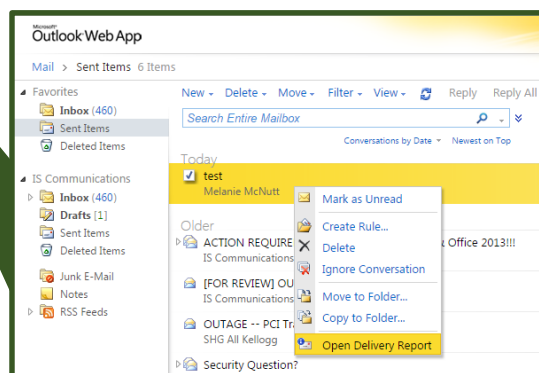
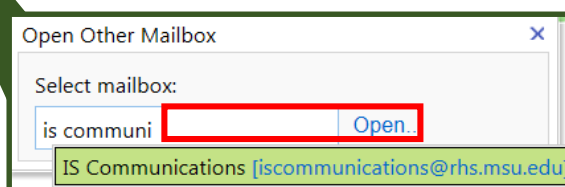
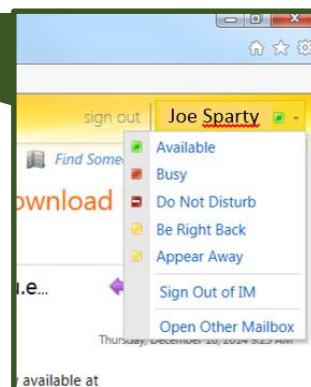
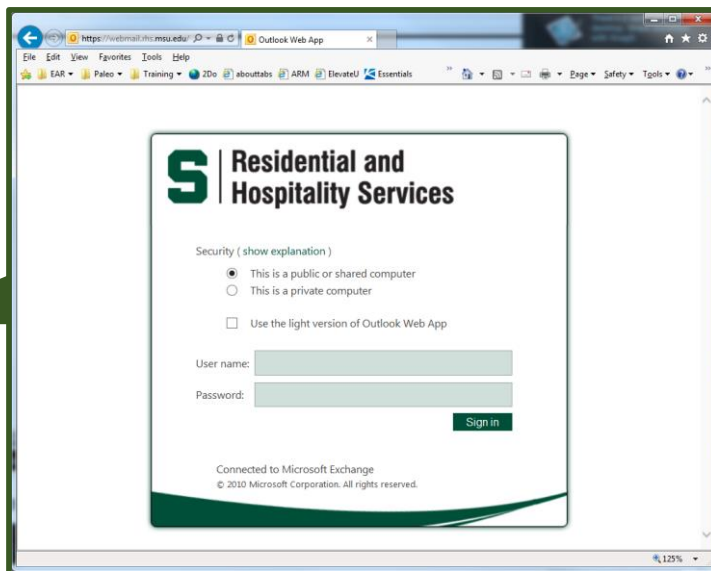
The Outlook Web Application is handy for ease of saving sent email messages from a shared account. It also allows additional tracking and reporting information.

### Accessing a shared mailbox on the web:

- In a web browser, go to [webmail.rhs.msu.edu](https://webmail.rhs.msu.edu).
- Log in with your individual RHS username and password. (Do not use the shared mailbox name.)
- When your mailbox loads, look in the upper right corner of the window and click the icon just to the right of your name. Then click "Open Other Mailbox".
- A dialogue window will appear.
- Type the beginning of the name of the shared mailbox into the **Select mailbox** field and click **OPEN**. A box with options matching your request will appear. Click on the correct mailbox.
- The inbox for the shared mailbox should appear and you can perform any necessary functions.

### Tracking:

- To view tracking information for a sent email messages, find the message in the sent mail folder and right click on it. Choose **Open Delivery Report**.
- A report will display along with status information about the email and whether or not the user received, opened or deleted the message.





### Accessing a shared account from an iPad or mobile device:

- Open the internet browser on any mobile device.
- In the address bar type **webmail.rhs.msu.edu/owa/SHARED E-MAIL ADDRESS**
  - For example, to access [iscommunications@rhs.msu.edu](mailto:iscommunications@rhs.msu.edu) enter `https://webmail.rhs.msu.edu/owa/iscommunications@rhs.msu.edu`
- You will be taken to an Outlook Web login screen.
- Login using your RHS username and password.
- You should now be logged into the shared mail box.
- When you are done with any tasks you need to complete, click "Sign Out" in the upper right hand corner.

*Note: you will only be able to log in to shared mailboxes that you have rights to access. Sent messages are stored in the sent mail folder for the shared account.*

Best wishes with your communications. Remember, you are MSU!

