How to use the O365 Outlook Connector for Notifications

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One of the main differences between the Mail connector and the O365 Outlook connector is that the Mail connector sends mail from a microsoft@powerapps.com account, while the Outlook connector, by default, sends mail using the flow author's identity. The use of the Mail connector and the unmonitored microsoft@powerapps.com email address can be advantageous in situations where the flow author does not want their personal account to be associated with the outgoing emails. The disadvantage of the Mail connector is that data leaves the O365 boundary and is shared with SendGrid/Twilio, which may go against organizational privacy and security policies and/or require additional privacy and security review.

To replicate the Mail connector's use of an unmonitored email, it is possible to use the O365 connector's 'Send As' capability

1. Create a Shared Mailbox
   a. From the O365 Admin Center → Groups → Shared Mailboxes menu, click 'Add a Shared Mailbox'. (note: you can store up to 50 GB worth of data in a shared mailbox without assigning a license to it).
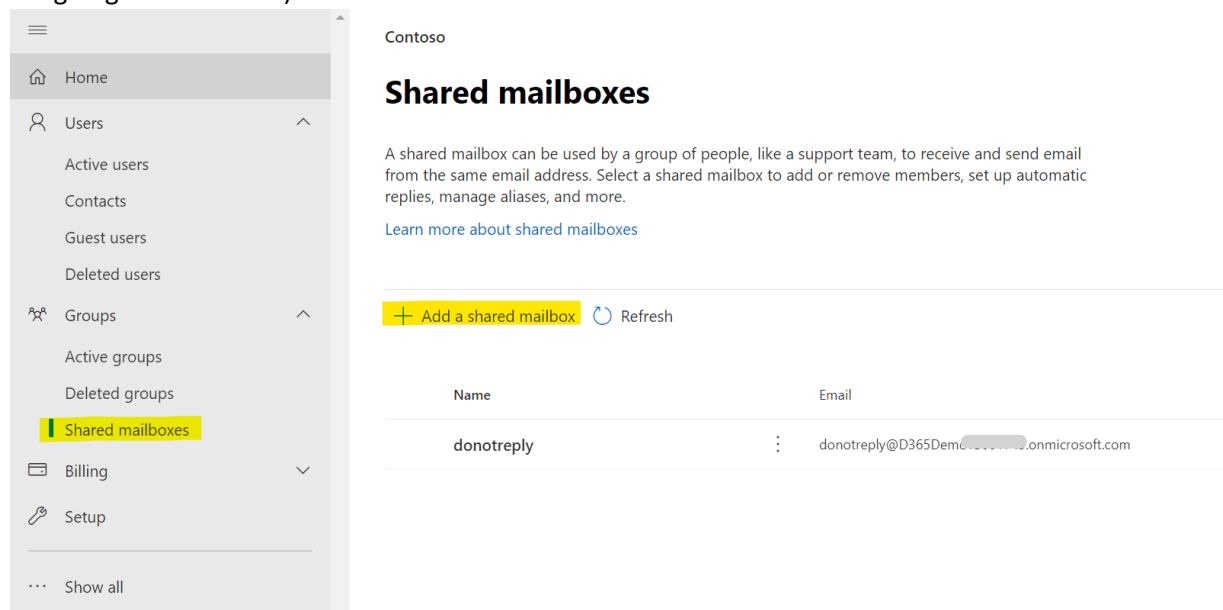
   b. Give the mailbox a name and email address.

Add a shared mailbox

Email can be sent to and from the name and email address of the shared mailbox, rather than an individual. After you create the shared mailbox, you can add members who can read and reply to email.

Name *

DoNotReply

Email *   **Domains**

donotreply   @   D365DemoTS081749.onmicrosoft.com

c.   Add all flow authors you would like to send mail from this address as 'Members' of the Shared Mailbox.

✅ **Your shared mailbox was created**

Within a couple of minutes you can add members who can read and reply to email sent to the shared mailbox.

You can also manage mailbox details such as automatic replies and email forwarding.

Next steps

Add members to your shared mailbox

Manage shared mailbox details

Learn more

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Shared mailbox members

+ **Add members**

⃝   Display name

No members have been added yet

d.   Confirm that the members are listed as having 'Send As' permissions. ***NOTE: This permission can take several hours to take effect. If you receive permission errors when testing, it may be due to this delay. The recommendation would be to several hours and try again before troubleshooting further.***

DoNotReply2

donotreply2@D365DemoTS081749.onmicrosoft.com

Name	**Primary**
DoNotReply2	donotreply2@D365DemoTS081749.o
Edit	nmicrosoft.com
	Aliases
	None
	Edit
Email forwarding	**Automatic replies**
None	Off
Edit	Edit
Sent items	**Email apps**
Not copied to mailbox	All email apps allowed
Edit	Edit
Litigation hold	**Members**
Off	MOD Administrator
Edit	Edit
Manage mailbox permissions	**Show in global address list**
Read and manage permissions (1)	Yes
Send as permissions (1)	Edit
Send on behalf of permissions (0)	
Exchange settings	**More information**
Edit	Learn how to use shared mailboxes in Outlook

2. Use the Office 365 Outlook Connector's 'Send an Email (V2)' action OR 'Send an email from a shared mailbox (V2)' action. Both are identical in function for this use case and can be used interchangeably.
    a. Option A: Send an email (V2). Click the 'Show Advanced Options' and put the shared inbox address in the 'From (Send As)' field.

b. Option B: Send an email from a shared mailbox (V2). Put the shared inbox address in the 'Original Mailbox Address' field.

3. When sending email using this method, the sender will now be listed as the shared mailbox instead of the flow author.