Task 3: Shared Mailbox

Objective: To create and manage a shared mailbox, integrating group members and performing mail flow tests.

Instructions:

1.Create a shared mailbox designated 'Enquiries_group1' for your organization.
2.Integrate your group members into this shared mailbox.
3.Execute a series of mail flow tests, with each test conducted by different users within your group.
4.Provide screenshots of this process.

Implementation Steps

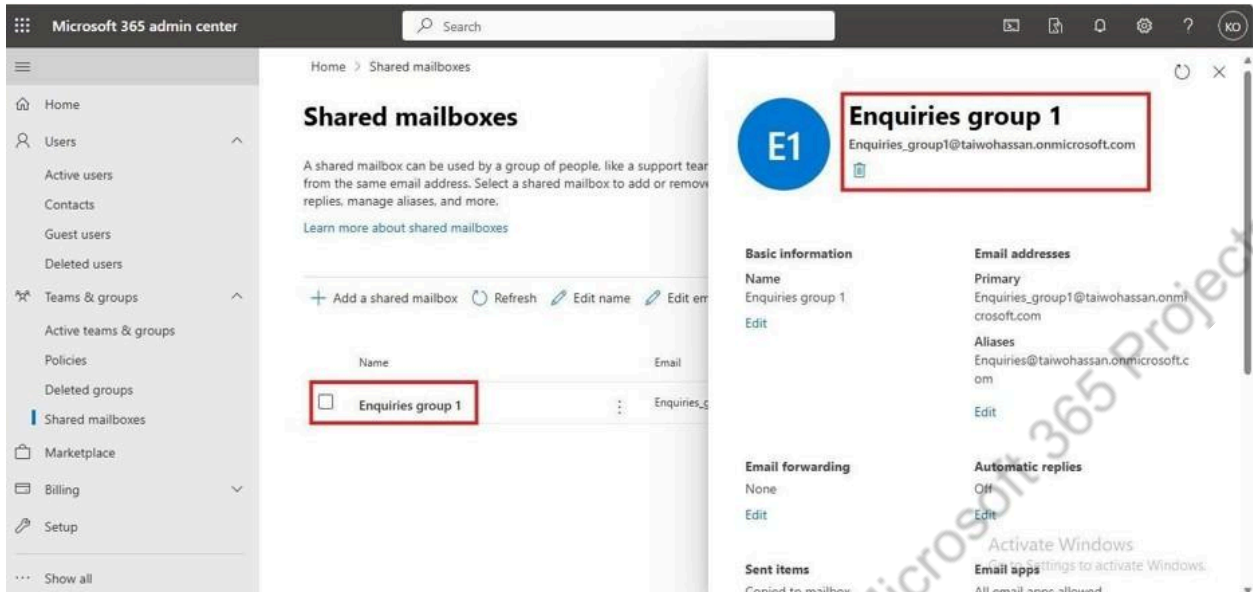1. Create a shared mailbox designated 'Enquiries_group1' for your organization.

    Step 1: Displays the creation process for a new shared mailbox named 'Enquiries_group1' in the Microsoft 365 Exchange admin centre.

    Accessed the Exchange Admin Centre (EAC): I logged in to the Microsoft 365 portal with my administrative credentials and navigated to the Exchange admin centre.

    Navigated to Shared Mailboxes: In the EAC, from the left-hand navigation pane, I selected "Recipients," then clicked on "Mailboxes." From there, I located and clicked on the "Shared mailboxes" tab or option, which is distinct from regular user mailboxes.

    Initiated Shared Mailbox Creation: I clicked on the "Add a shared mailbox" button.

    Entered Shared Mailbox Details: A new pane or wizard appeared, and I provided the necessary details for the new shared mailbox. Specifically, I entered "Enquiries_group1" as the display name and "enquiries_group1@taiwohassan.onmicrosoft.com" as the email address/alias for the shared mailbox. The screenshot below captures the point where these details are being defined before the mailbox is fully created.

Screenshot of the shared mailbox of the "Enquiries_group1"

2. Integrate your group members into this shared mailbox.

Step 1: Displays the members being added to the newly created 'Enquiries_group1' shared mailbox in the Microsoft 365 Exchange admin centre.

Selected the Shared Mailbox: I located the 'Enquiries_group1' shared mailbox I had just created and clicked on it to open its properties.

Accessed Delegation Settings: Within the shared mailbox properties, I navigated to the "Delegation" or "Manage mailbox delegation" section.

Added Members to "Read and manage (Full Access)" and "Send as" permissions: I clicked on "Edit" or "Add members" for both the "Read and manage (Full Access)" and "Send as" permissions. In the subsequent panes, I searched for and selected the group members (e.g., "Andre Onana," "Declan Rice," "Funmi Awotunde," "Johnson Arji," and myself, "Kolawole Oladapo") to grant them the necessary permissions to access and send from the shared mailbox.

Saved Changes: After adding all desired members, I clicked "Save" or "Done" to apply the changes, which is reflected in the screenshot below showing the listed members under the relevant permissions for the 'Enquiries' shared mailbox.
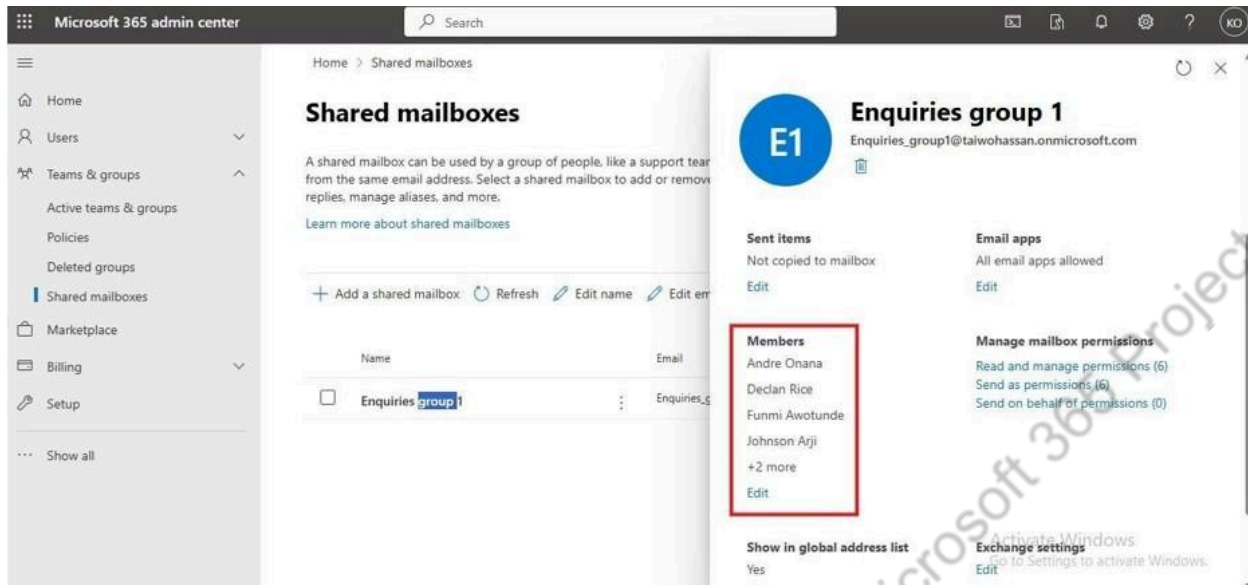
Screenshot showing Group members added as shared mailbox members

3. Execute a series of mail flow tests, with each test conducted by different users within your group.

   Step 1: Displays an email sent to the 'Enquiries_group1' shared mailbox successfully appearing in my (Kolawole's) Outlook inbox, demonstrating the "Full Access" permission.

   Access My Outlook Account: I logged into my Outlook client or accessed Outlook on the web.

   Verify Shared Mailbox Visibility: Due to being granted "Full Access" permission to the 'Enquiries' shared mailbox in a previous step, the 'Enquiries' mailbox (with its own Inbox, Sent Items, etc.) automatically appeared in my folder list in Outlook.

   Send Test Email to Shared Mailbox: A test email was sent by me (Kolawole, from an external account like Gmail, as previously discussed for testing purposes) directly to the enquiries_group1@taiwohassan.onmicrosoft.com shared mailbox address.

   Observe Inbound Mail: As a result of my (Kolawole's) "Full Access" to the 'Enquiries' shared mailbox, the email sent to enquiries_group1@taiwohassan.onmicrosoft.com appeared in the 'Enquiries' shared mailbox's Inbox, which is visible and accessible from my Outlook account, as shown in the screenshot. The screenshot specifically shows the email from "Kolawole Oladapo (Gmail)" in the "Inbox (Enquiries)" folder in the "Kolawole" Outlook Account.
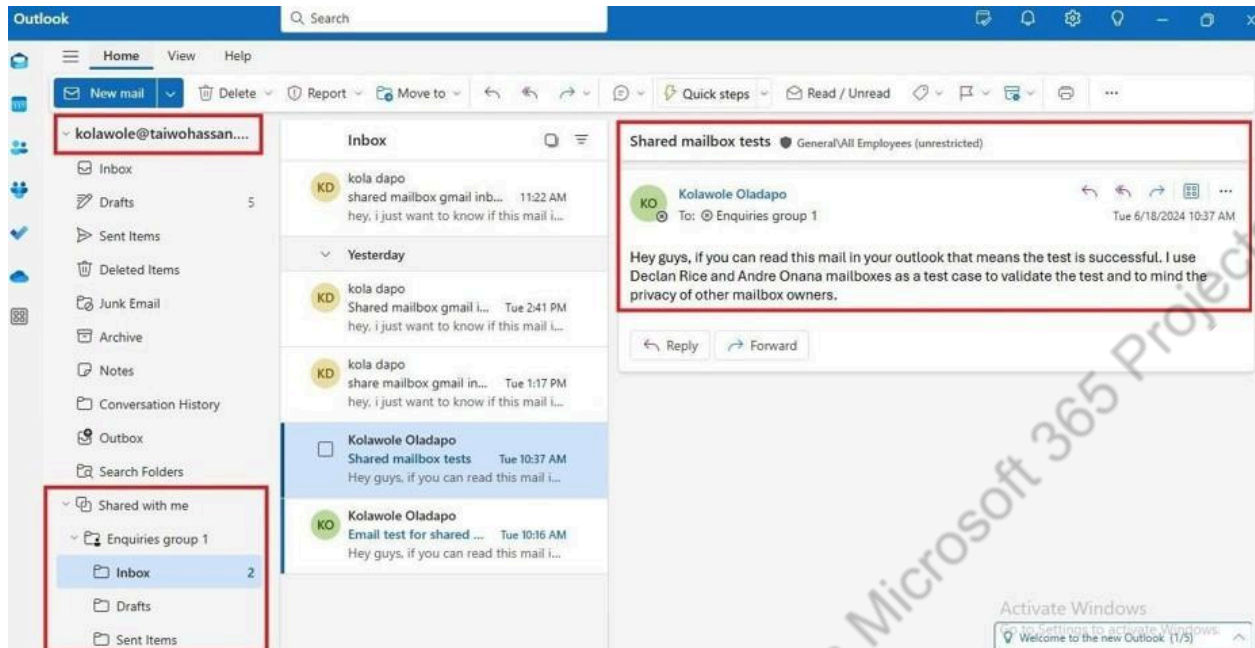
Test inbound mail from Kolawole (Gmail) viewed in Kolawole's (Outlook) "Shared with me" folder
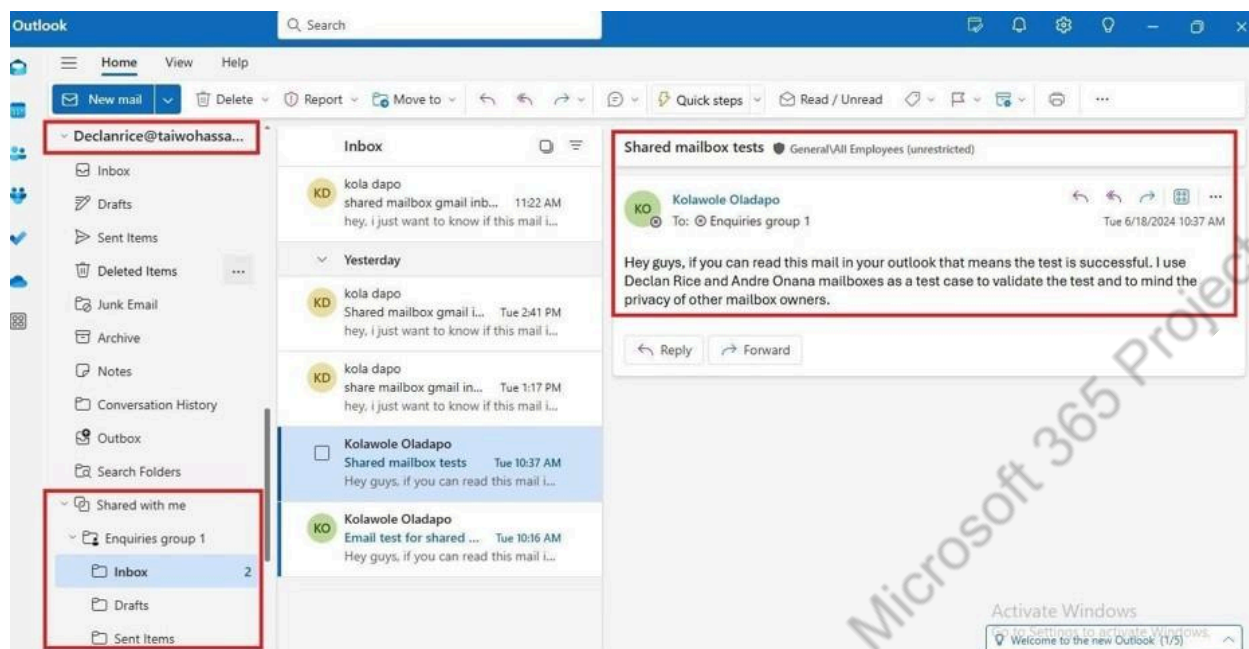
Step 2: Displays an email sent to the 'Enquiries_group1' shared mailbox successfully appearing in Declan Rice's Outlook inbox due to the "Full Access" permission.

Access Declan Rice's Outlook Account: Declan Rice (or I, if impersonating Declan for testing) logged into Declan Rice's Outlook client or Outlook on the web.

Verify Shared Mailbox Visibility: Due to being granted "Full Access" permission to the enquiries_group1@taiwohassan.onmicrosoft.com shared mailbox in a previous step, this mailbox (with its own Inbox, Sent Items, etc.) would automatically appear in Declan Rice's folder list in Outlook.

Send Test Email to Shared Mailbox: A test email was sent by me (Kolawole Oladapo, from an external account like Gmail, as previously discussed for testing purposes) directly to the enquiries_group1@taiwohassan.onmicrosoft.com shared mailbox address.

Observe Inbound Mail: As a result of Declan Rice having "Full Access" to the 'Enquiries Group1' shared mailbox, the email sent to enquiries_group1@taiwohassan.onmicrosoft.com appeared in the 'Enquiries Group1' shared mailbox's Inbox, which is visible and accessible from Declan Rice's Outlook account, as shown in the screenshot. The screenshot below specifically shows the email from "Kolawole Oladapo (Gmail)" in the "Inbox (Enquiries Group1)" folder.

Test mail from Kolawole (Gmail) viewed in Declan Rice (Outlook) "Shared with me" folder

Step 3: Displays an email sent to the 'Enquiries_group1' shared mailbox successfully appearing in Andre Onana's Outlook inbox due to the "Full Access" permission.

Access Andre Onana's Outlook Account: Andre Onana (or I, if impersonating Andre for testing) logged into Andre Onana's Outlook client or Outlook on the web.

Verify Shared Mailbox Visibility: Due to the granted "Full Access" permission to the enquiries_group1@taiwohassan.onmicrosoft.com shared mailbox in a previous step, this mailbox (with its own Inbox, Sent Items, etc.) would automatically appear in Andre Onana's folder list in Outlook.

Send Test Email to Shared Mailbox: A test email was sent by me (Kolawole Oladapo, from an external account like Gmail, as previously discussed for testing purposes, or another internal user) directly to the enquiries_group1@taiwohassan.onmicrosoft.com shared mailbox address.

Observe Inbound Mail: As a result of Andre Onana having "Full Access" to the 'Enquiries Group1' shared mailbox, the email sent to enquiries_group1@taiwohassan.onmicrosoft.com appeared in the 'Enquiries Group1' shared mailbox's Inbox, which is visible and accessible from Andre Onana's Outlook account, as shown in the screenshot. The screenshot below specifically shows the email from "Kolawole Oladapo (Gmail)" in the "Inbox (Enquiries Group1)" folder.
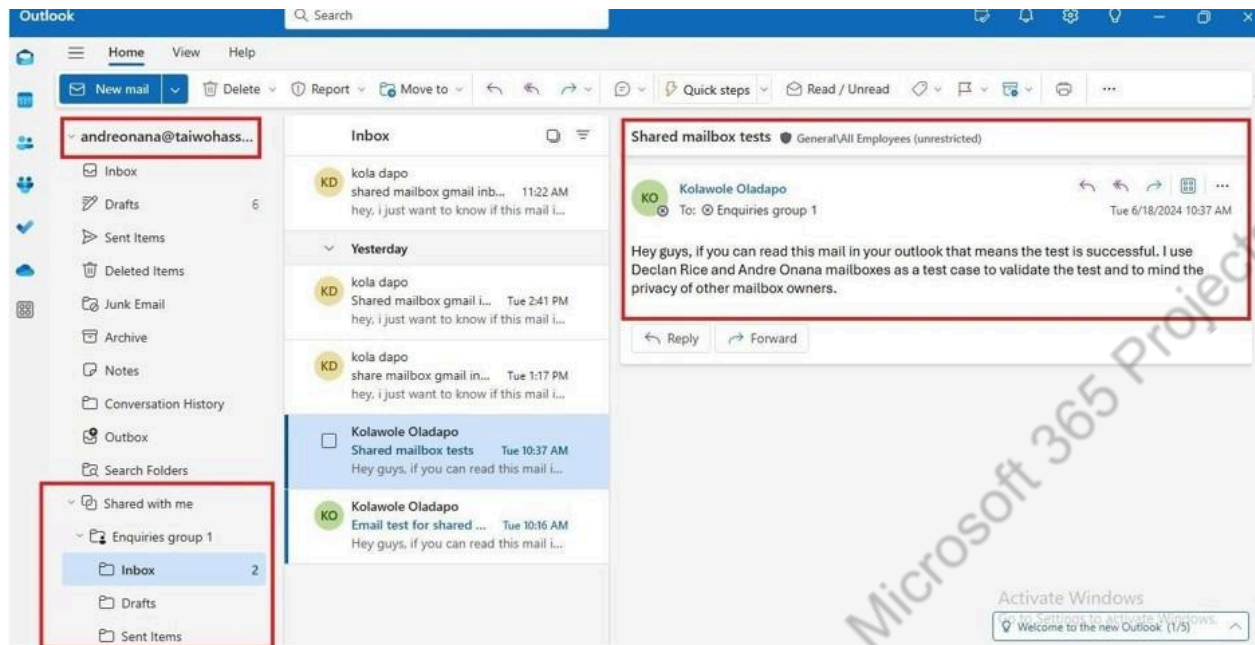
Test mail from Kolawole (Gmail) viewed in Andre Onana's (Outlook) "Shared with me" folder

4. Provide screenshots of this process.

   Step: All Screenshots are provided and well represented.

END OF TASK 3