

1 Shared mailboxes and distribution groups

There are two main options for group email address use in MS Exchange environment that are different by purpose and usage type:

- Shared mailbox
- Distribution group

1.1 Shared mailbox

1.1.1 Basic description

Shared mailbox (also resource mailbox) is a mailbox that is accessed by one or more Exchange users.

It is similar to a shared folder – all users see the same content; if one user changes the content (e.g.: moves or deletes a message), others can see the changes.

The storage for messages is separated from individual user's mailboxes; if we change the list of users that have access to the shared mailbox, that does not affect the contents of the mailbox itself. If a new user gets access to the shared mailbox, that user has immediate access to all current and past messages.

1.1.2 Licensing

Shared mailbox generally does not require an Office365 license, because it is only accessed by connecting to it from another existing active O365 mailbox.

In special cases where there is a need to access the mailbox by someone that does not have an active O365 mailbox, the shared mailbox is created in a form of an active user and requires at least E1 O365 license.

1.1.3 Use scenario

Shared mailbox is used when there is a need to send outgoing emails with the email address of the shared mailbox and not the actual sender (we want to hide the actual sender's name). Some examples: support@gorenje.com, hr@gorenje.com, pr@gorenje.com, info@gorenje.com, helpdesk@gorenje.com, ...

1.1.4 Limitations

Users generally can't access shared mailbox from their mobile devices. An exception is when using E1 license for shared mailbox; if such a mailbox is accessed by multiple users, they must share login credentials for the mailbox.

The shared mailbox size is limited to 50GB for a free shared mailbox and 100GB for a shared mailbox with E1 license.

1.2 Distribution group

1.2.1 Basic description

Distribution group is a list of recipients.

An incoming email is automatically forwarded to all recipients in the distribution group.

Recipients can be both internal or external, but for external recipients a Contact object must be created and included in the distribution group.

Distribution group does not have its own storage for mailboxes as all messages are just forwarded to all recipients. Messages are stored in each recipient's mailbox.

When a user is removed from the distribution group, new emails are no longer forwarded to that user. When a new user joins to the distribution group, all new emails sent to this group will also be delivered to the new user. The new user does not get access to messages that were sent to the group in the past.

1.2.2 Licensing

Distribution groups do not require any licenses.

1.2.3 Use scenario

Distribution group is used whenever we need to send messages to a static group of recipients (like team members), but there is no need for message history or no need for replying to messages with the group name.

1.2.4 Limitations

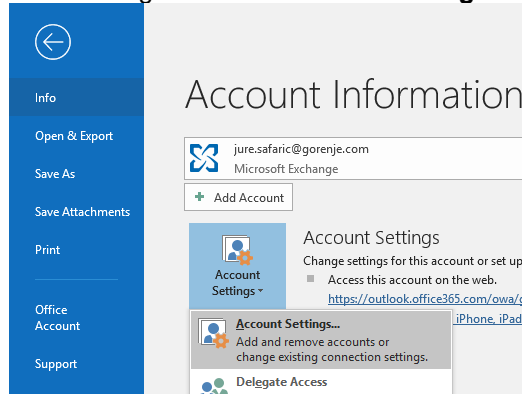
Users can't send emails on behalf of the distribution group.

If a user replies to an email that was received via distribution group, the response is sent from the user's email address and not the group's email address.

2 Using a shared mailbox

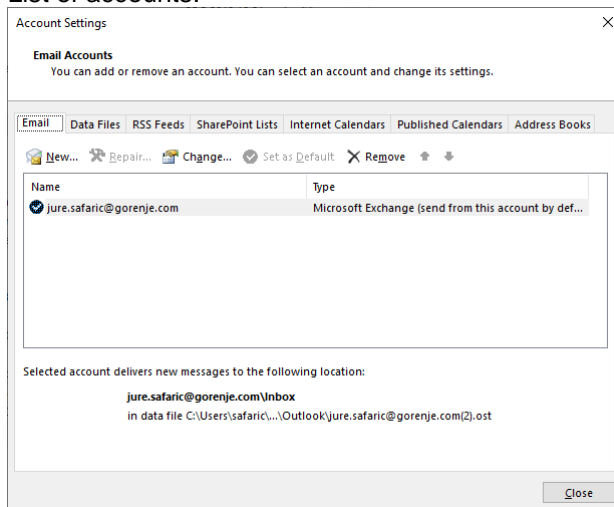
2.1 Connecting to a shared mailbox

1. In Outlook go to **File / Account settings**



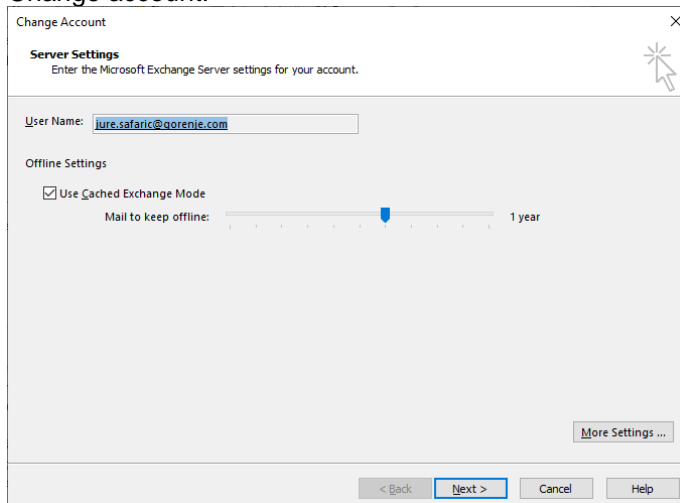
Select **Account settings**

2. List of accounts:



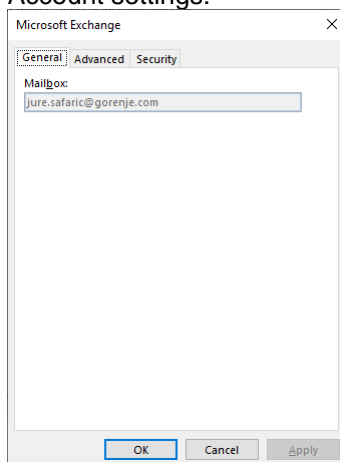
Mark the account and click **Change...**

3. Change account:



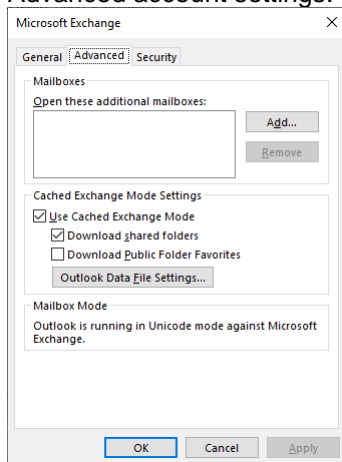
Click **More Settings...**

4. Account settings:



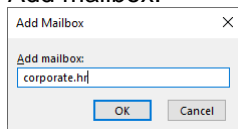
Go to **Advanced** tab

5. Advanced account settings:



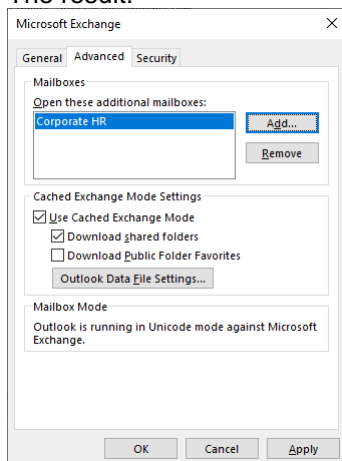
Click **Add...**

6. Add mailbox:



Enter the name of the mailbox and click **OK**

7. The result:



Click **OK**

8. Complete settings:

Change Account

Server Settings
Enter the Microsoft Exchange Server settings for your account.

User Name:

Offline Settings

☒ Use Cached Exchange Mode

Mail to keep offline: 1 year

[More Settings ...](#)

< Back **Next >** Cancel Help

Click **Next >**

9. Finally:

Change Account

You're all set!

We have all the information we need to set up your account.

< Back **Finish** Help

Click **Finish**

10. Account settings:

Account Settings

Email Accounts
You can add or remove an account. You can select an account and change its settings.

Email Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books

New... Repair... Change... Set as Default Remove

Name	Type
jure.safaric@gorenje.com	Microsoft Exchange (send from this account by def...)

Selected account delivers new messages to the following location:

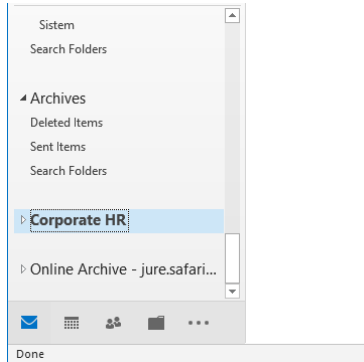
jure.safaric@gorenje.com\Inbox
in data file C:\Users\safaric\...\Outlook\jure.safaric@gorenje.com(2).ost

Close

Click **Close**

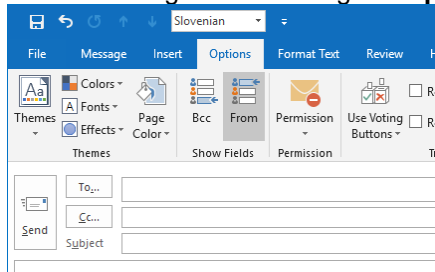
2.2 Accessing the shared mailbox

The shared mailbox is visible in the Outlook's navigation pane:

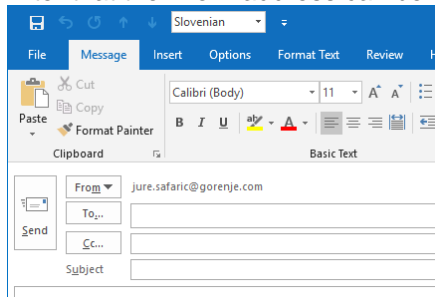


2.3 Sending an email as shared mailbox

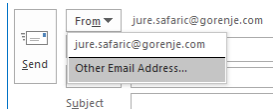
1. When creating a new email go to **Options** tab and select **Show Fields / From:**



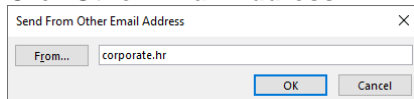
2. After that the **From** address can be selected:



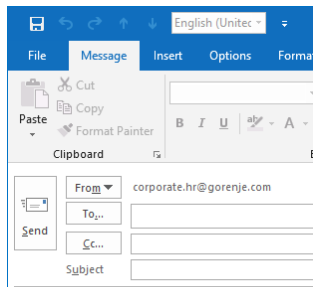
3. Click on **From:**



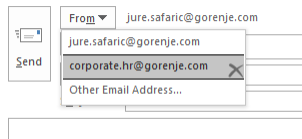
Click **Other Email Address...**



4. Enter the name of the shared mailbox and click **OK**.



- 5.
6. Now you can see the **From** address has changed.
6. Next time you try sending email from shared address, it will already be in the list:



Important: when you are replying to a message in a shared mailbox, the From: address is automatically set to the shared mailbox's address.

3 Using a distribution group

There is no end-user's configuration needed for using a distribution group. Emails will automatically appear in the mailbox.

For high volume distribution groups, it is recommended for users to create a separate folder and inbox rules for messages sent to the distribution group.