

Hisense Gorenje Europe, d.o.o.
IT department

1 Shared mailbox automatic reply

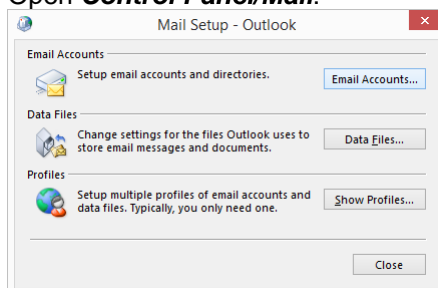
This document describes how to configure shared mailbox to reply to every incoming mail with a prepared response.

This can't be done with Out-of-office reply, because Out-of-office replies respond only to first email sent by a sender, while mailbox rule can also respond to all consecutive messages.

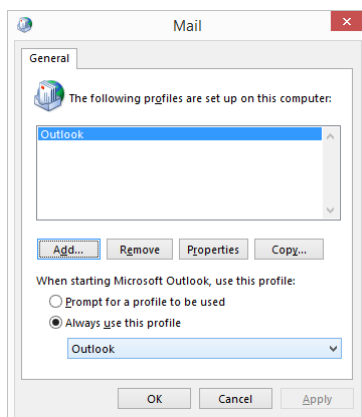
The instructions apply to Office 365v16.

1.1 Preparing additional outlook profile

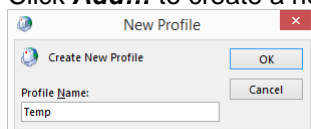
Open **Control Panel/Mail**:



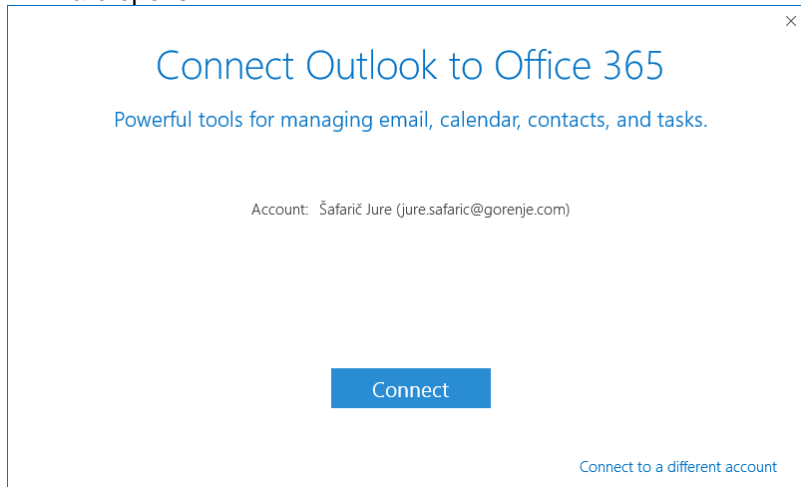
Click **Show Profiles**.



Click **Add...** to create a new Outlook profile:

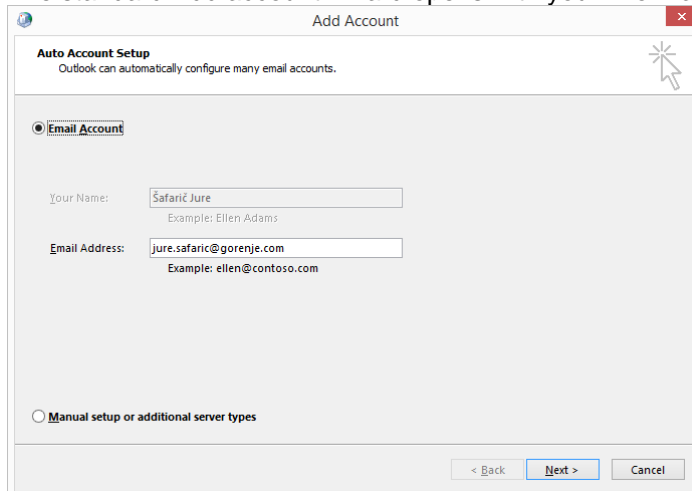


A wizard opens:



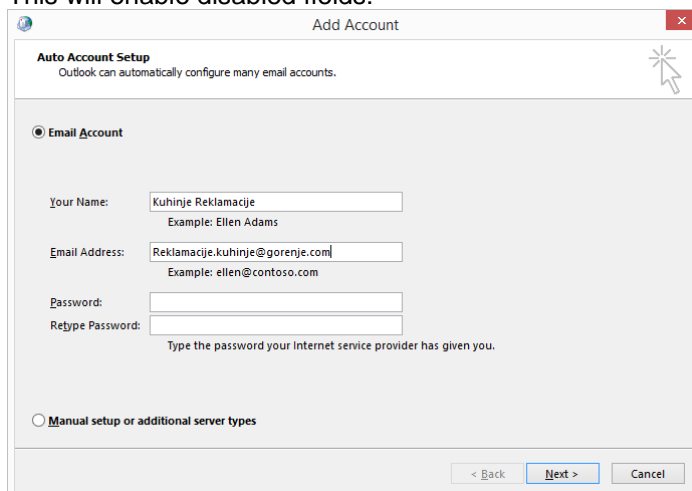
Click **Connect to a different account**.

The standard Add account wizard opens with your information:

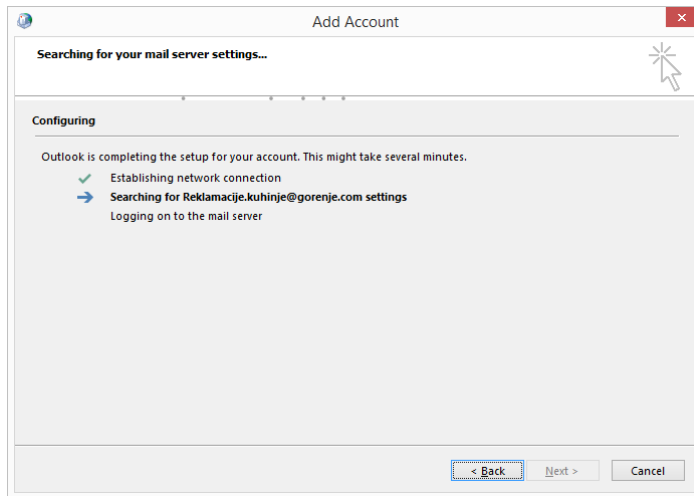


In Email Address field enter the email of the shared mailbox.

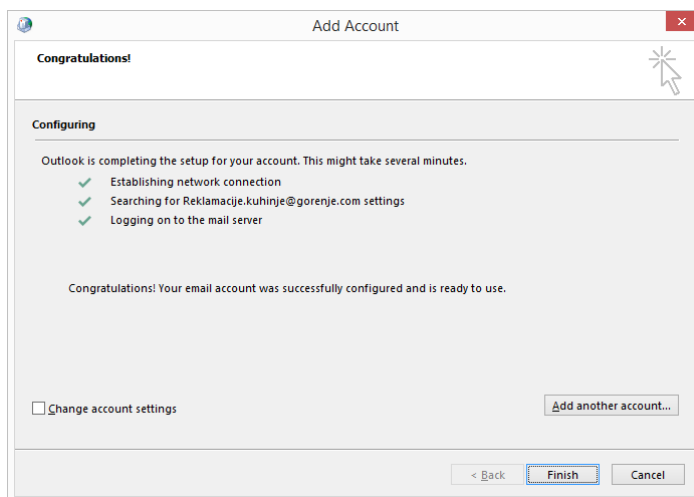
This will enable disabled fields:



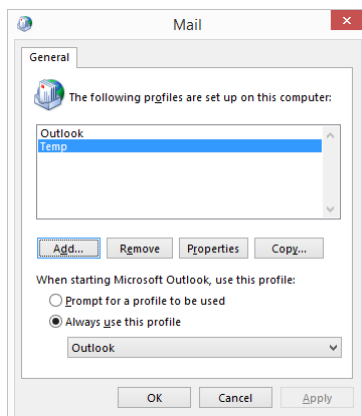
Enter the name of the account and Email address, but don't enter the password. Click **Next**.



Wait for the wizard to finish...



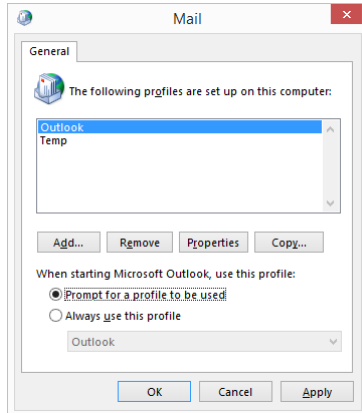
Click Finish.



The new profile is created.

1.2 Enable selection of the profile

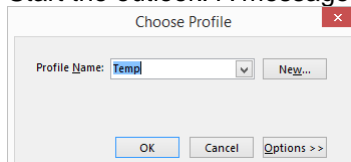
Now set Outlook so that it asks you which profile to use:



Select **Prompt for a profile to be used** and click **Apply**.

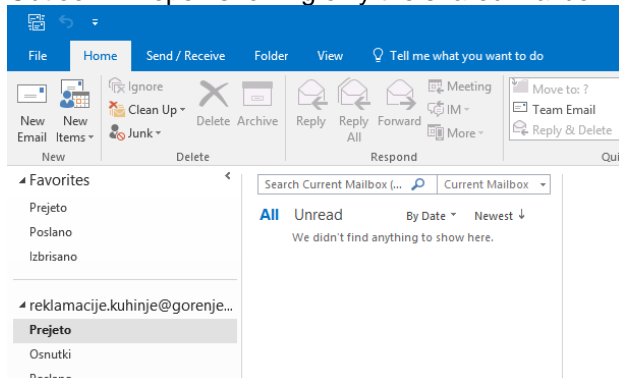
1.3 Setting the response message

Start the outlook. A message to select the profile will appear:

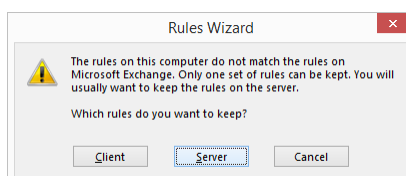
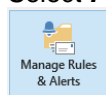


Select the previously created profile.

Outlook will open showing only the shared mailbox:

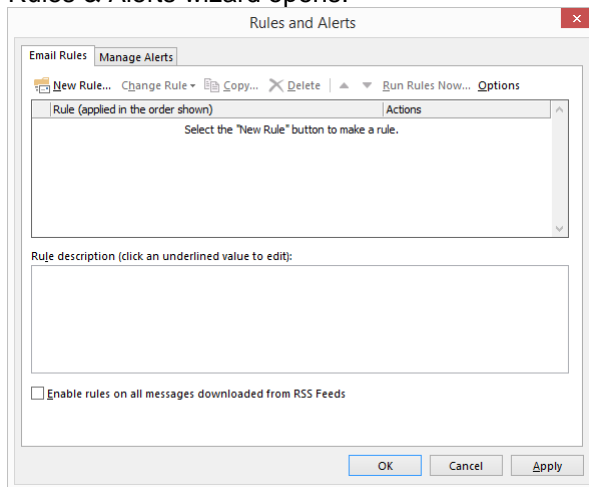


Select **File / Manage Rules & Alerts**

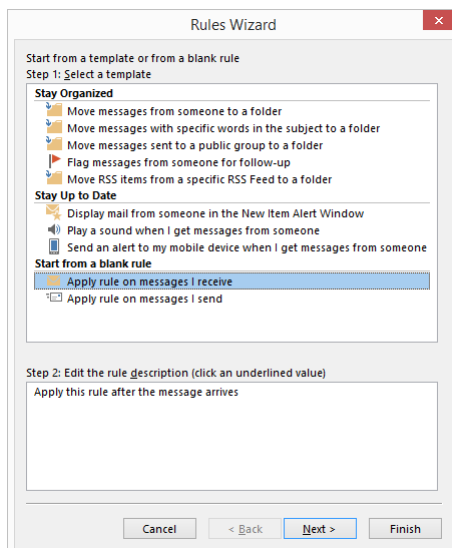


Click **Server**.

Rules & Alerts wizard opens:



Click **New Rule...**



Select **Apply rule on messages I receive** and click **Next**.

Rules Wizard

Which condition(s) do you want to check?

Step 1: Select condition(s)

- ☒ from people or public group
- ☐ with specific words in the subject
- ☐ through the specified account
- ☐ sent only to me
- ☐ where my name is in the To box
- ☐ marked as importance
- ☐ marked as sensitivity
- ☐ flagged for action
- ☐ where my name is in the Cc box
- ☐ where my name is in the To or Cc box
- ☐ where my name is not in the To box
- ☐ sent to people or public group
- ☐ with specific words in the body
- ☐ with specific words in the subject or body
- ☐ with specific words in the message header
- ☐ with specific words in the recipient's address
- ☐ with specific words in the sender's address
- ☐ assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives

Cancel < Back Next > Finish

Click **Next**

A notification will appear:

Microsoft Outlook

This rule will be applied to every message you receive. Is this correct?

Yes No

Click **Yes**.

Rules Wizard

What do you want to do with the message?

Step 1: Select action(s)

- ☐ move it to the specified folder
- ☐ assign it to the category category
- ☐ delete it
- ☐ permanently delete it
- ☐ move a copy to the specified folder
- ☐ forward it to people or public group
- ☐ forward it to people or public group as an attachment
- ☐ redirect it to people or public group
- ☒ have server reply using a specific message
- ☐ reply using a specific template
- ☐ flag message for follow up at this time
- ☐ clear the Message Flag
- ☐ clear message's categories
- ☐ mark it as importance
- ☐ print it
- ☐ play a sound
- ☐ start application
- ☐ mark it as read

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives

have server reply using a specific message

Cancel < Back Next > Finish

Select **Have server reply using a specific message** and click on a **specific message** link in the rule description to enter the message.

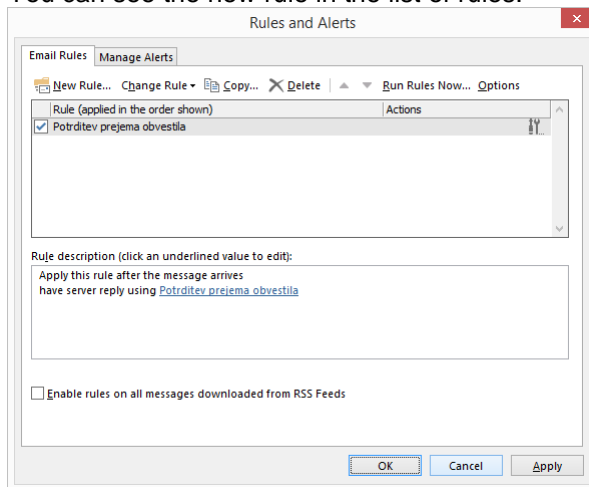
A new message window will appear. Now you can create the message:

Make sure you enter the proper message subject, but don't enter the recipient. When finished click on **Save & Close**.

The message subject is now visible in the description of the rule:

Click **Finish**

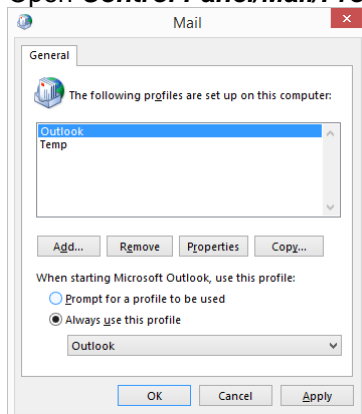
You can see the new rule in the list of rules:



Click **OK** to close.

1.4 Set your normal Outlook profile as default

Open **Control Panel/Mail/Profiles**:



Select **Always use this profile** and select your default profile from the list. Click **OK**

When you open the Outlook, it will no longer ask you to select a profile.