📄 **SOP: Forwarding Shared Mailbox Emails to a User via Distribution List (DL) – Microsoft 365 Admin Center**

🔷 **Purpose**

To forward emails from a shared mailbox (e.g., purchasing@svs.co.nz) to a user (e.g., DylanH@svs.co.nz) **using a distribution list** (e.g., purchasing-DL@svs.co.nz), while keeping a copy in the shared mailbox for all other users.

🔷 **Prerequisites**

- Microsoft 365 Admin credentials (e.g., Kyle.Walker_Admin@svs.co.nz)

- Access to the Microsoft 365 Admin Center

- Existing shared mailbox (e.g., purchasing@svs.co.nz)

- Existing DL group (e.g., purchasing-DL@svs.co.nz)

🔷 **Steps**

✅ **Step 1: Identify the DL Used for Forwarding**

- Go to: https://admin.microsoft.com

- Navigate to:
  Teams & Groups → Shared Mailboxes

- Click on the target shared mailbox (e.g., purchasing@svs.co.nz)

- Under **Email Forwarding**, note the DL address shown (e.g., purchasing-DL@svs.co.nz)

✅ **Step 2: Add the User to the DL**

1. Go to:
   Teams & Groups → Active Teams & Groups

2. Switch to the **"Distribution list"** tab (or use the filter to find it)

3. Find and click on the DL identified earlier (e.g., purchasing-DL@svs.co.nz)

4. Under **Members**, click **Edit**

5. Click **+ Add members**

6. Search for the user (e.g., DylanH@svs.co.nz) and add them

7. Click **Save**

◆ **Verification**

- Send a test email to purchasing@svs.co.nz
- Confirm:
    - ✅ It appears in the shared inbox
    - ✅ A copy is delivered to the user (DylanH@svs.co.nz) via the DL

◆ **Reversing the Change**

- To remove the user:
  Go to the DL → Edit Members → Remove the user (e.g., Dylan)
- Or to stop forwarding:
  Go to the shared mailbox → Email forwarding → Toggle Off → Save

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