GSD. Outlook - How to Check Shared Mailbox Members in Citrix Environment

General Information:

Possible symptoms/errors:

How to Add External Users to a Shared Mailbox

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

To know who the members of a specific shared mailbox are, follow the steps below.

Details:

1. In the Citrix environment, advise the user to open the Outlook application.

2. In the Outlook application, ask user to click the Home tab and then select Address Book.

3. In the Address Book window, advise the user to type in the shared mailbox name then click Go to search.

NOTE: Make sure that Address book is set to Global Address List.

4. Ask user to right-click the Mailbox name and select Properties.

5. Under the Members section, user should be able to see the list of users who are members of that mailbox

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A