

# Shared Mailbox issues

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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'value': '899f17621bccf55471ae4159b04bcba6'}

Purpose:

Follow this procedure when a user reports that

Need access to Shared MailboxNeed to create/update generic mailboxNeed to add or remove member(s) to Shared Mailbox

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error (if have any)

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Please document these necessary details in each incident-

Mailbox Name & Email addressEmployee ID/NameEmployee email address

5.

For Shared Mailbox access, the requestor will need written approval from the owner or if none, an existing member of the shared mailbox.

6.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop / Laptop / Citrix VDI Software

Service

Office 365

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop / Laptop / Citrix VDI Software

Resolution Service

Office 365

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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