GSD. Outlook - Add a Signature to a shared mailbox in Outlook

General Information:

Possible symptoms/errors:

User wants to know how to add a Signature to a shared mailbox in Outlook.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

When sending a message from a shared mailbox in Outlook, the signature that will be placed into the message is the signature that user sets up for their individual account. To use a different signature when sending from a shared mailbox, they need to create a separate signature and manually select it when sending an email.

This article shows a guide on how to set up a signature for a user's shared mailbox in Outlook.

Add the shared mailbox to Outlook as a second accountCreate a new Signature for the shared mailboxCreate a new message from the shared mailbox and select the signature

Details:

NOTE: User should be a member of _Owners groups for each shared mailbox.

User needs to add the shared mailbox to their Outlook as a second account. Advise user to:

Navigate to File.

Click on Account Settings then select Account Settings…

Under the Email tab, click on New...

On the Add Account window, enter the Shared mailbox email address to add the account then click Connect.

In the login page, the system may automatically show the shared mailbox email address. User must replace it with their Windows credentials (domain\username), or their email address then enter their Windows password. Once done user must click Sign in or Anmelden.

Click on Done in the next window.

Restart Outlook.Check if the shared mailbox has already been added to the list of their email account under Account Settings.

To create a new Signature for the shared mailbox, advise user to:

Go to the File tab and click Options.

In the Outlook Options window, click on Mail.

Under Compose messages, click on the Signatures.. button to open the Signatures and Stationary window.

In the Email Signature tab, click New.

Type in a name for the New Signature such as Shared Mailbox Signature and click OK.

Under Choose default signature on the right, choose the shared email address from the drop down list.

Under Edit signature, type in the Shared Mailbox signature.

Once done, click Save then OK.

Click OK again on the Options box.

3. To create a new message from shared mailbox and select the signature, advise user to:

Click on New Email.

Click the From button and select their shared mailbox email address.

Under Message tab, click on Signature then select the created signature for the shared mailbox.

Signature will now be placed in user's email message.

If this article did not resolve the issue, assign a ticket to the Ext_WW_Collaboration_SLS_Capgemini queue in ServiceNow.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A