

GSD. Outlook - Create Rules to a Shared Mailbox in Outlook 2016

Article ID: KB0039672

Created: 2024-12-19 14:03:25

Updated: 2024-12-19 14:03:25

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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General Information:

Possible symptoms/errors:

User wants to know How to Create Rules to a Shared Mailbox in Outlook 2016

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

NOTE:

User should be a member of the shared mailbox before creating rules. Shared mailbox should be added first to their mailbox account before they can set rules.

Details:

If user already sees the shared mailbox folders in the folder list, it is possible that the mailbox is either Auto mapped or was added using Open these additional mailboxes. User must remove the shared mailbox. Inform user to add shared mailbox as an additional account.

User must navigate to File.

Inform them to click on Account Settings then select Account Settings...

Under the Email tab, user needs to click on New...

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

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

Advise user to click on Done in the next windows.

User must restart Outlook.

Advise user to check if the shared mailbox has already been added to the list of their email account under Account Settings.

User must add rules to the shared mailbox.

Advise them to click on the File tab.

Under Info, they must select Manage Rules and Alerts.

In the Rules and Alerts window, guide user to select Email Rules tab. They must change Apply changes to this folder: to the name of the shared mailbox account.

Inform user to select New Rule... button and to proceed with the appropriate rule criteria.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A