GSD. Outlook - How to Add External Users to a Shared Mailbox

Article ID: KB0039694
Created: 2024-12-19 14:03:27
Updated: 2024-12-19 14:03:27
Author: {'link':
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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:

There are instances where owners or members of a specific shared mailbox ask for permissions or instructions on how to add external users/addresses to their Fresenius mailbox.

Details:

Currently, it is not possible to add external user as shared mailbox member. The external user needs at least a user account in Active Directory (AD) and mail user object on O365 side.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A