

GSD. Global – Mobile – How to Access Shared Mailboxes on IOS Devices

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General Information:

Possible symptoms/errors:

User wants to access their shared mailbox using an IOS device.

Alternative names of the system:

IOS

IMPORTANT NOTICE:

N/A

Solution:

For users being able to access their inbox via iOS gives the freedom to move and travel while keeping up to speed with new emails. With this, many employees want to know if it is also possible to use their iOS devices in accessing shared mailboxes.

Inform user that at the moment, it is not technically possible to access a shared mailbox or a delegate's account on a mobile device in addition to their own mail file. The software does not offer this feature but it has already been requested. As soon as this service becomes available, it will be communicated to users properly.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization: N/A

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

Important Links:

N/A