

# GSD. Outlook - How to check Members who have SendAs and SendonBehalf Rights for a Shared Mailbox

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'https://fmcnaddev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

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General Information:

Possible symptoms/errors:

Users want to know How to check Members who have Send As and Send on Behalf Rights for a Shared Mailbox

Alternative names of the system

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution:

A. Send as Option

1. In Citrix environment, ask user to open Outlook and click on: Address book.
2. Advise user to enter the Name from the Owner Check Tool and add Send as in the search field. Then press Enter.NOTE: Make sure that it is set to Global Address List.
3. Advise user to right click the shared mailbox group and choose Properties.
4. In the Members section, user should be able to see the list of users who were given access to the mailbox.
5. If a user is not in the list and needs access to it, redirect him/her to the shared mailbox owner as he/she has the ability to add the user. In case you do not know the shared mailbox owner, follow the How to check Shared Mailbox Owner article.

B. Send on Behalf Option

1. In Citrix environment, advise user to open Outlook and click on: Address book.
2. Inform user to enter the Name from the Owner Check Tool and add Send on Behalf in the search field, press Enter.NOTE: Make sure that it is set to Global Address List.
3. Ask user to right click the shared mailbox group name and choose Properties.
4. In the Members section, user should be able to see the list of users who were given access to the mailbox.
5. If user is not on the list and needs access to it, redirect to the shared mailbox owner as he has the ability to add the user.

Assignment Group:

Ext\_WW\_Collaboration\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A