GSD. Outlook - Request a Shared Mailbox via IT Service Portal

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General Information:

Possible symptoms/errors:

User wants to know how to Request a Shared Mailbox via IT Service Portal

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

A shared mailbox makes it easy for a group of people to monitor and send email from a common email address, in order to request for a shared mailbox creation, follow the steps below.

Details:

Advise user to go to IT Service Portal.User must click on Service Catalog.

Inform user to click on Communications Services > Office 365 Shared Mailbox.

User needs to fill out the following details on the form:

Name of the shared mailboxEmail Address of shared mailboxOwnersMembersSend AsSend on behalf

Advise them to click on Submit once done.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

IT Service Portal https://fmesp.service-now.com/sp