

GSD. Outlook - Check Shared Mailbox Owner in Outlook

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General Information:

Possible symptoms/errors:

User wants to know how to Check Shared Mailbox Owner in Outlook

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article shows how to find out who owns and maintains a shared mailbox. User can find the shared mailbox owner from the following:

Outlook Application Outlook Web App (OWA)

Details:

A. Find Shared mailbox owner using Outlook 2016

In Outlook, under Home tab, advise user to click in Address Book.

In the Address Book window, user must type in the shared mailbox name to search.

NOTE: Inform user to make sure that it is set to Global Address List.

3. When the name populates in the window, user must double-click to select the _Owners.

Shared mailbox owner(s) are listed on the General tab in the Owner section.

B. Outlook Web App (OWA)

Advise user to go to Office Portal Online then select the Outlook icon.

User must select on People icon.

Inform them to type the shared mailbox name in the search bar then select the _Owners when it populates in the pop-up window.

They need to click Members.

User should now see the list of shared mailbox owner(s) under Owners.

Advise user to click on the name of the owner of the shared mailbox to display their contact information.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

Office Portal Online: <https://portal.office.com/>