GSD. Outlook - Auto-Replies in a Shared Mailbox Account via Outlook Web Access

General Information:

Possible symptoms/errors:

User wants to know how to Set Auto-Replies in a Shared Mailbox Account via Outlook Web Access

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In case the owner of a mailbox would like to inform a sender or relay a message to its he/she can set an Auto Reply based on the settings set by the owner. This will guide how to set an Auto Reply via Outlook Web.

NOTE: Only people with full access to the mailbox can perform this step.

1. Advise user to navigate to Office Portal online.

2. User must click the Outlook icon

3. Inform them to click the profile image icon at in upper right hand corner and to choose: Open Another Mailbox.

4. User needs to enter the shared mailbox account, then click Open.

5. Once they are on the shared mailbox page, advise them to click the gear icon.

6. User must type "auto" on the search field and to click Automatic Replies.

7. Guide user to move the slider to the right on the Turn on automatic replies.

8. User must type the automatic reply message they want to set for senders within and outside the organization.

9. Advise user to set the time duration when the automatic reply will be sent.

10. Once all settings are set, user must click Save.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A