

Tutorial: How to share a mailbox

For example, we want a sales@company.be mailbox which has to be accessed by 2 users: userA and userB. Both users can read and send e-mails. Sent e-mails have to move to the "sent items"-folder of the sales-mailbox, and not into the "sent items"-folder of the user who sends the e-mail, so the other user can follow what has already been sent.

First, create a user "Sales" with e-mail address sales@company.be

To do:

- Define "Send As"-rights in Active Directory (on server)
- Share the mailbox of the users Sales (on computer)
- Add the shared mailbox of the user sales in Outlook of a user (on computer)
- Install and configure Delegate Message Mover* (on computer)

* Delegate Message Mover is a free to use plugin for Microsoft Outlook provided by Alan McGrath. You can download this at www.mcgrathtechnology.com

Define "Send As" rights

(log on on your server as an administrator)

- Go to the Active Directory Users and Computers (Start > Administrative tools > Active Directory Users and Computers).
- Select a user in the AD, right click, choose Properties.
- Select the "Security"-tab and click on the "Advanced"-Button.
- Click "Add", select a user (type name and click the "check names"-button) and click the "OK"-button.
- Select Apply onto "this object only" and Allow "Send As "-permissions.
- Repeat these last 2 steps for all the users that need "Send As"-permissions.
- Click the "Apply"-button and then the "OK"-button.
- Click the "OK"-button again and close the Active Directory window.

My experience is that it's not bad to restart the server to apply the changes immediately.

Share the mailbox of the user Sales

(log on on a computer in your domain as the user Sales, we are going to specify which folders will be shared for which user including the permissions)

- Open Outlook.
- Select the mailbox.
- Right click and choose Sharing in the menu.
- In the tab "Permissions", click "Add".
- Type (a part of) a name in the textbox left above, select the name of a user in the list and click the "Add"-button.
- Select now the names of the users, and specify a Permission Level. We choose the Editor level.
- Now you also have to choose which folders have to be shared. Select the Inbox folder and repeat the above 4 steps. Afterwards do the same for the Sent Items folder. You can do the same for other folders.

Add the shared mailbox

(log on on a computer in your domain as the user userA)

- Go to Tools > E-mail accounts.
- Select "View or change existing e-mail accounts" and click "Next".
- Select the "Microsoft Exchange Server" and click "Change".
- Click "More settings".
- On the "Advanced" tab click "Add".
- Insert the name of the mailbox you want to add.
- Repeat the last 2 steps if you want to add more shared mailboxes.
- Click "Apply" (you'll get a message to restart Outlook) and "OK".
- Click "Next" and "Finish".
- Restart Outlook!

How to send an e-mail from the sales-mailbox?

- First, be sure that the "From..." field is visible. If not, click on View > From Field in the menu bar.
- Type the name of the sales mailbox in the "From..." field.

That's it! The mail will be sent to the recipient. The mail will be received as if it came from the Sales mailbox itself.

There is only one issue. The sent mail doesn't come in the "sent items" folder of the Sales mailbox. This is normal. There are 2 ways to resolve this:

- userA who sends the mail get the sent mail in his/her "sent mails" folder and copies it to the "sent mail"-folder of the Sales mailbox.
- You can also install a plugin for this. Most plugins are commercial, but there's one great plugin that you can download for free at www.mcgrathtechnology.com and that is the Delegate Message Mover.

Download, install and configure the Delegate Message Mover

Download and installation

- Download the Delegate Message Mover.
- Install the downloaded file (Net 2.0 framework is required. If not installed on your computer, you will get a message for this).
- My experience is that you have to (re-) install it for every user who has an account on the computer. Installation is best when you're logged with the user account (with installation rights) and not with the Administrator account.

Configuration

- Open Outlook.
- Select Tools > Options in the menu bar.
- Select the "Delegate Message Mover"-tab and select the box, and click "Apply" and "OK". (if you don't see the "Delegate Message Mover"-tab, reinstall the plugin).

IMPORANT The delegate message mover only works in "Online mode". Follow the following steps to see if you work in "Online mode":

- Select Tools > E-mail Accounts in the menu bar.
- Select "View or change existing e-mail" and click "Next".
- Select the "Microsoft Exchange Server" and click "Change".
- Make sure the "Used Cached Exchange Mode" box is NOT selected.
- Click "Next" (you'll get a message, just click "OK") and click "Finish".
- Restart Outlook.
- Send (as userA) a mail from the Sales mailbox and notice that the sent mail is moved to the "Sent items" folder of the Sales mailbox!

Written by Stijn (www.netfo.be), with many thanks to Alan McGrath (www.mcgrathtechnology.com) for making the free plugin and all the support!