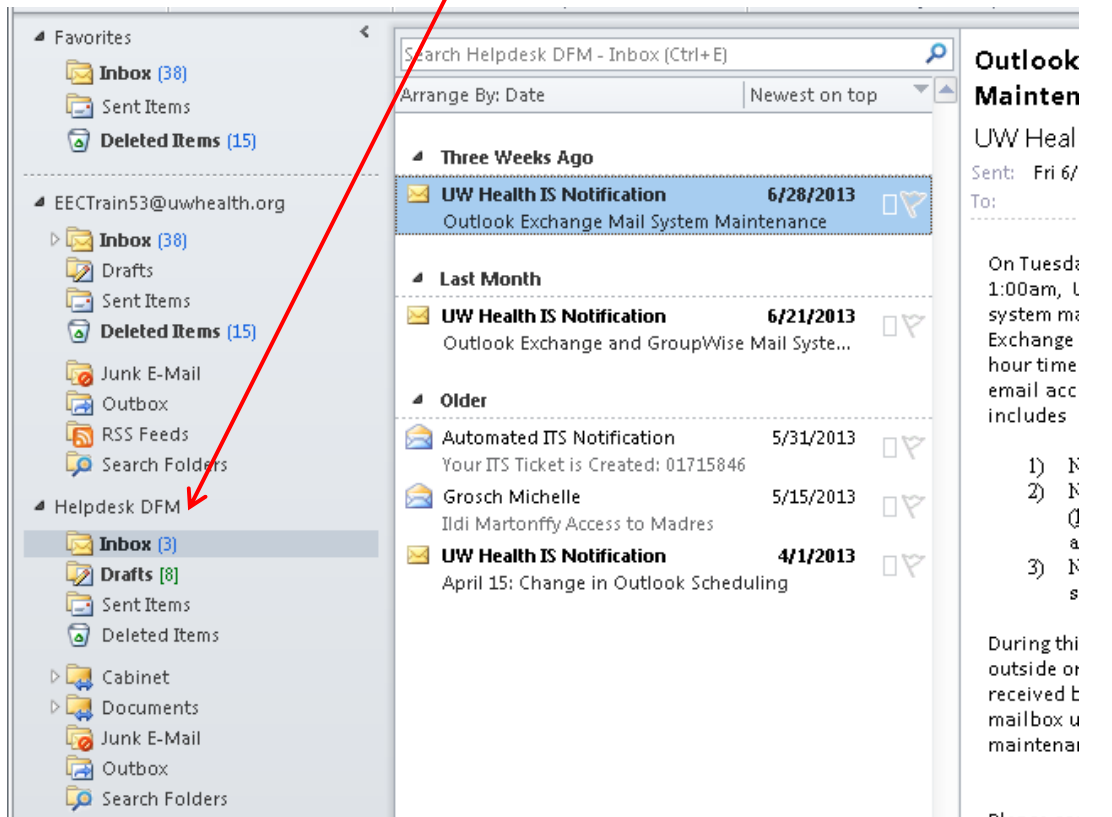
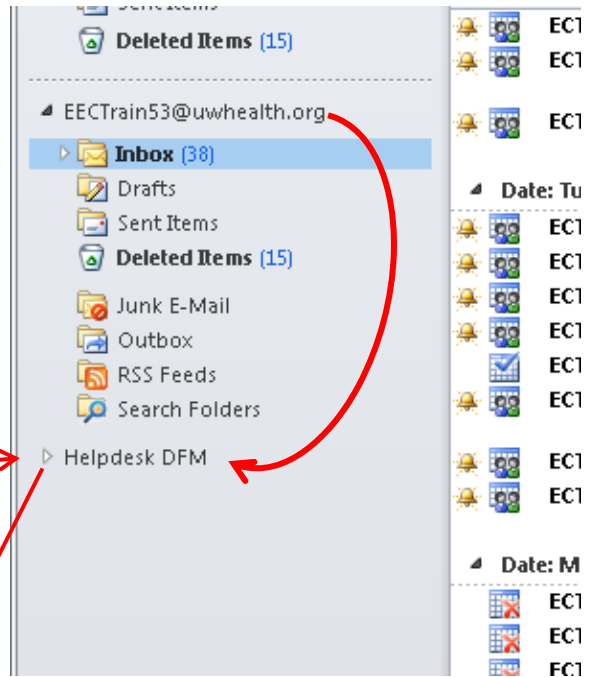


Working with Shared Mailboxes

Any shared mailbox you have access to will be located in your Outlook account

Shared mailboxes will appear beneath your Inbox in Outlook

Click the triangle to view the contents of the shared mailbox



You can move or copy messages between your own mailbox and the Shared mailbox by:

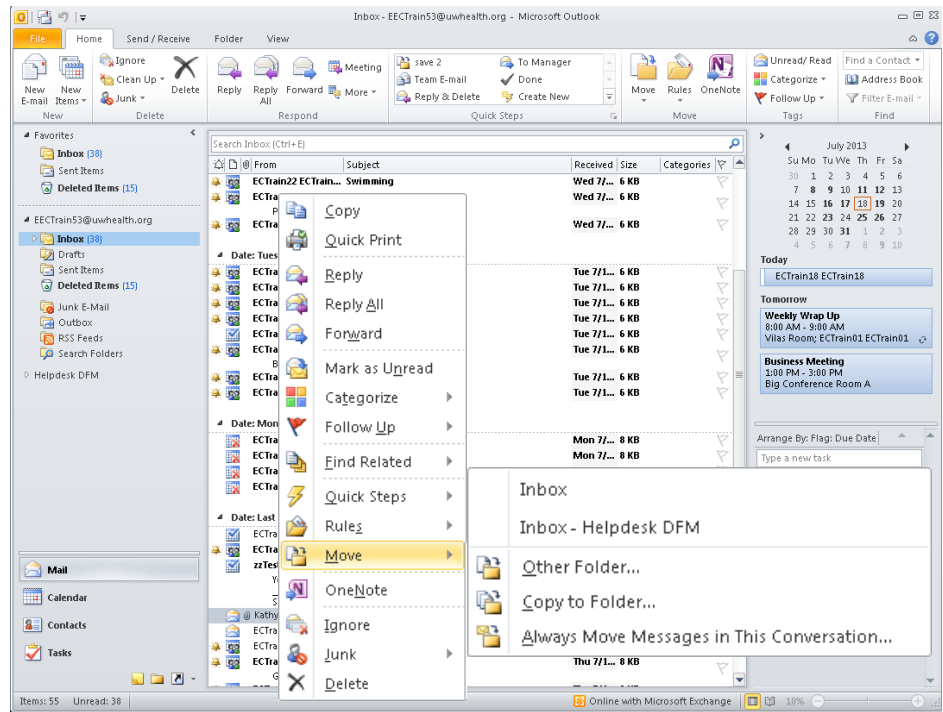
Move:

- Click and drag the message to the shared mailbox

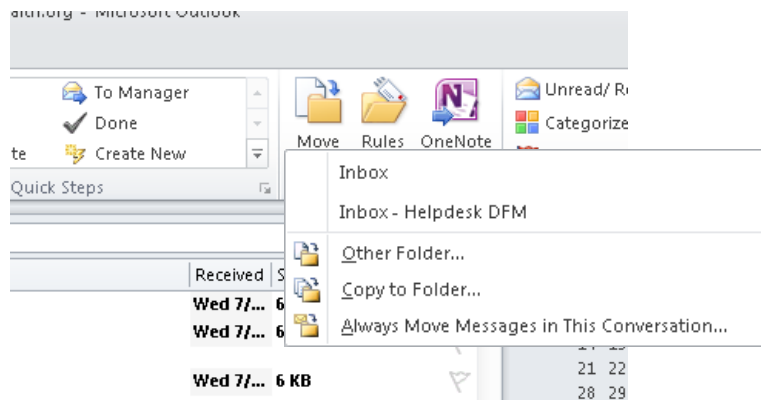
OR....

- Right click the message
- Select Move
- Select the shared mailbox

OR....

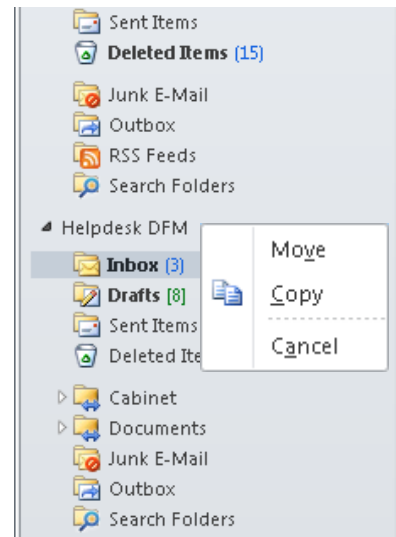


- Highlight the message
- Click the Move button on the ribbon
- Select the shared mailbox



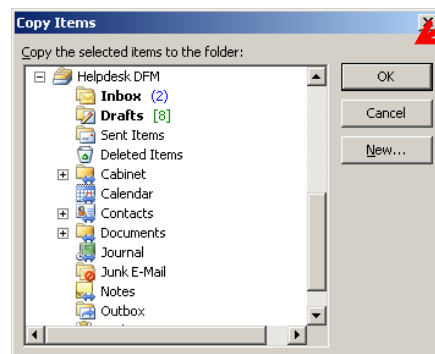
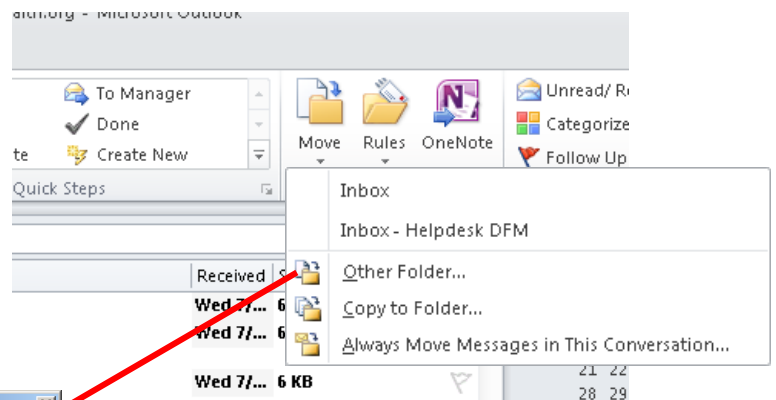
Copy:

- Right-click and drag the message to copy the message into the shared folder
- Release and choose copy



OR.....

- Highlight the message
- Click the Move button on the ribbon
- Click Copy to Folder
- Select the shared mailbox

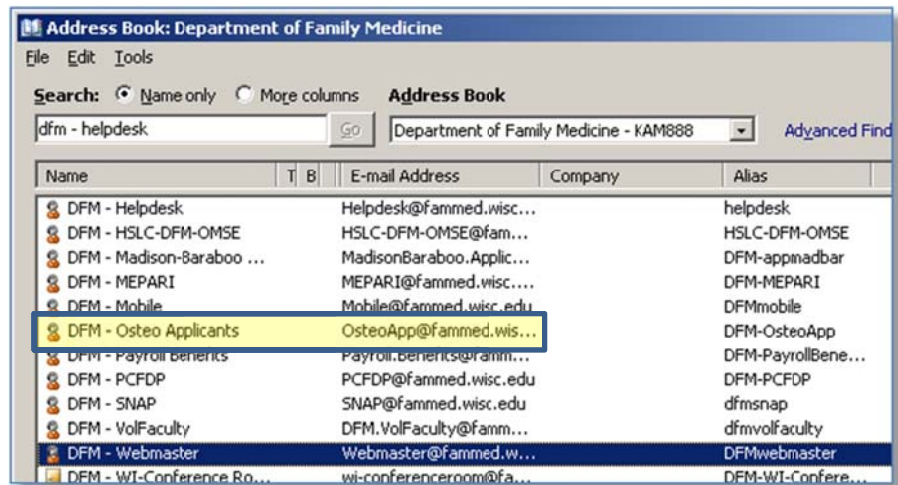


Working with Rules for a Shared Mailbox

Keep in mind that when you are in your own Outlook account you cannot modify the rules for any shared mailboxes - you can only work with your own rules. To be able to modify the rules of these shared mailboxes, you must access the shared mailbox using the Outlook WebApp (OWA). Here's how:

Find the email address of your shared mailbox by opening the addressbook and searching for your shared folder

You can see the email address associated with your shared mailbox



Examples:

The email address of the DFM - Helpdesk is: Helpdesk@fammed.wisc.edu

The email address for DFM - Osteo Applicants is: OsteoApp@fammed.wisc.edu



Open Internet Explorer*

Enter the webmail URL (<https://webmail.uwhealth.org/owa/>) PLUS the shared mailbox email address -

The URL for a shared mailbox is:

<https://webmail.uwhealth.org/owa/<Internet Email Address>>

Examples:

The URL for the DFM - Helpdesk is:

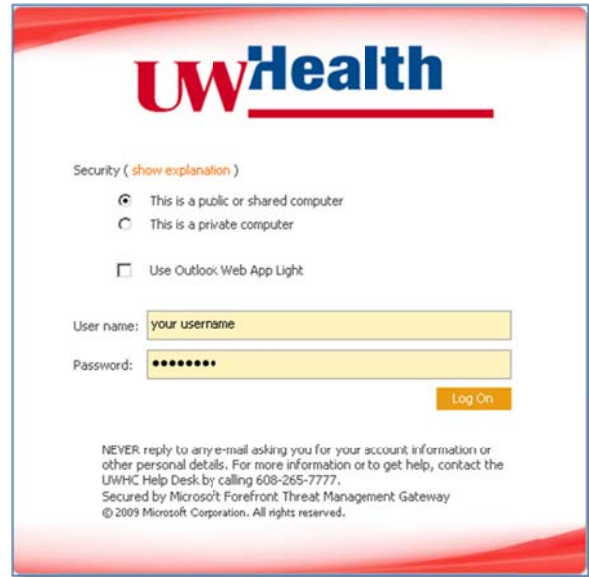
<https://webmail.uwhealth.org/owa/Helpdesk@fammed.wisc.edu>

The URL for DFM - Osteo Applicants is:

<https://webmail.uwhealth.org/owa/OsteoApp@fammed.wisc.edu>



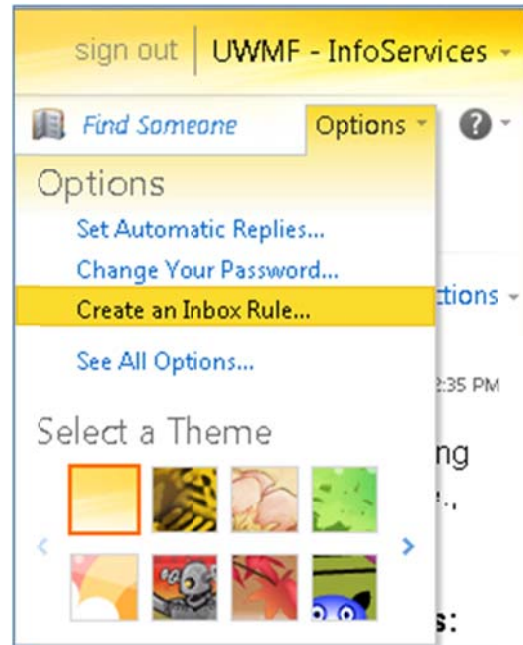
Log into Webmail using your own username and password.



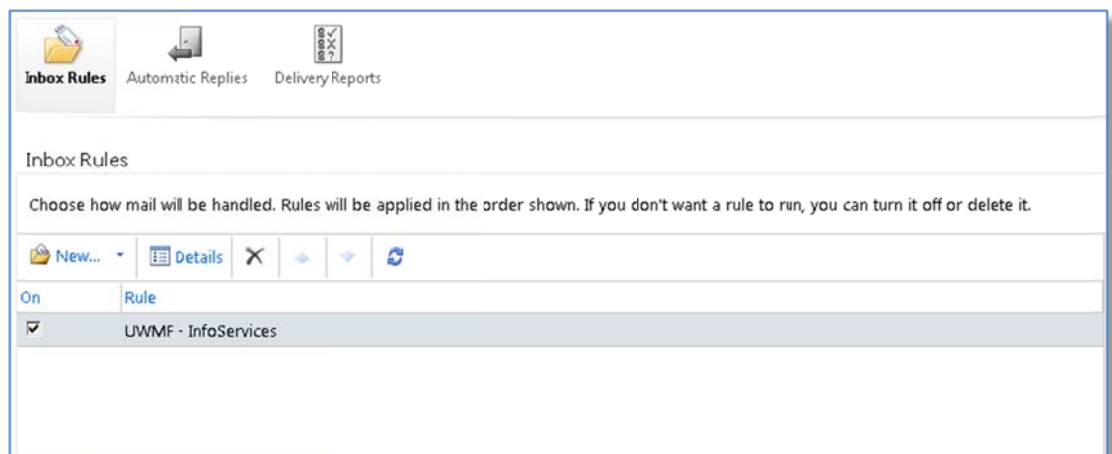
You should now see the shared mailbox

Click on Options in the upper right corner

Click Create an Inbox Rule...



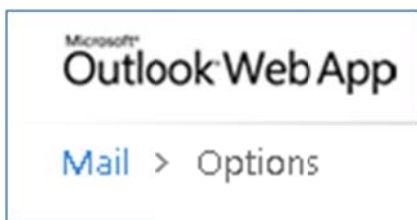
Either create a New rule or select the rule you wish to edit and click "Details"



IMPORTANT NOTES:

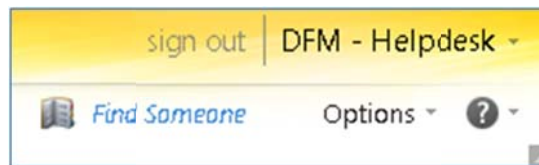
- The options for setting up rules within OWA are basic and limited
- You should not setup a rule to put emails into a folder based on the To: line
- You cannot create a rule to automatically reply to all messages received
- You cannot create a rule to automatically accept all appointments

Click "Save" when you are done



Click Mail in the upper left corner to return to the shared mailbox Inbox

Sign out when finished



* Outlook WebApp works better with a supported browser like Internet Explorer