IMPORTANT: Changes to Group / Department Email Accounts

01 WHAT

Group / Department email accounts have been transitioned to "shared mailboxes".

This means you will access your group / department email account through a different process than you are used to.

02 | WHY

This change was necessary to ensure that all email accounts are in compliance with Company X's security standards, and to decrease the risk of phishing and other scams.

03 | WHEN

This change is effective immediately.

04 | WHO

All current employees who have been using a group / department email account now have access to their corresponding new group / department shared mailbox. To add or remove access, please email **IT@CompanyX.com**

05 | HOW

Resources for Getting Started

View the quick start resources on the following pages for tips on opening your shared mailbox and accessing your group / department's OneDrive.

View the Microsoft 365 Guide for opening and using shared mailboxes.
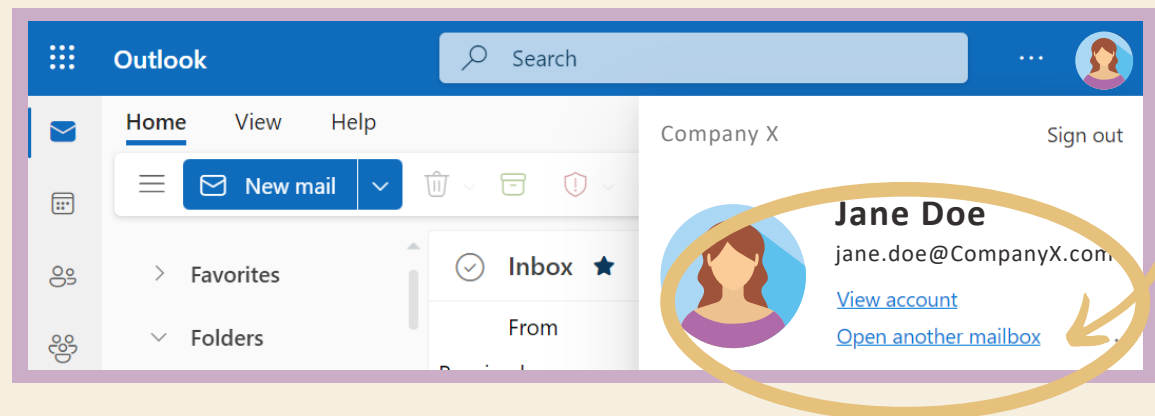
If you experience access issues, please contact the **IT Service Center.**
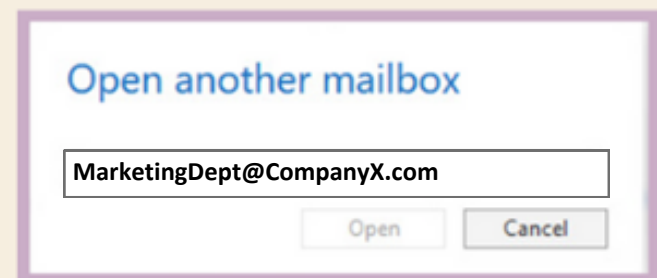
Opening a Shared Mailbox in Outlook Web Access

> Log into the Outlook Web App **using your own Company X credentials**.

> **Select your name** in the top right corner. Then select **open another mailbox**.

Outlook Search

Home   View   Help

New mail

Company X   Sign out

Favorites   **Jane Doe**
                                    jane.doe@CompanyX.com
Folders   View account
Inbox ★   Open another mailbox
From

> Type the name of your **group / department email** in the search box.

For example...

Open another mailbox

MarketingDept@CompanyX.com

Open   Cancel

> Select the correct account from the options that come up and then click **open**. You'll then be in your group / department shared mailbox and can send and receive email.

PRO TIP

> You can also access your shared mailbox through a direct custom link. Just **replace "Mailbox"** in the link below with your group / department email, then **log in with your own Company X credentials**.

https://outlook.office365.com/owa/"Mailbox"@CompanyX.com/

For example...
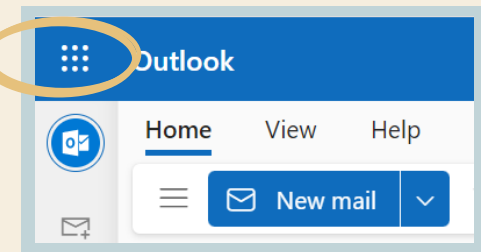
https://outlook.office365.com/owa/MarketingDept@CompanyX.com/

# Accessing Your Shared Group / Department One Drive Files

> Follow the steps for opening a shared mailbox in Outlook web access.

> Once you are in the group / department shared mailbox, **click on the "waffle"** (the grouping of nine dots in the upper left corner).
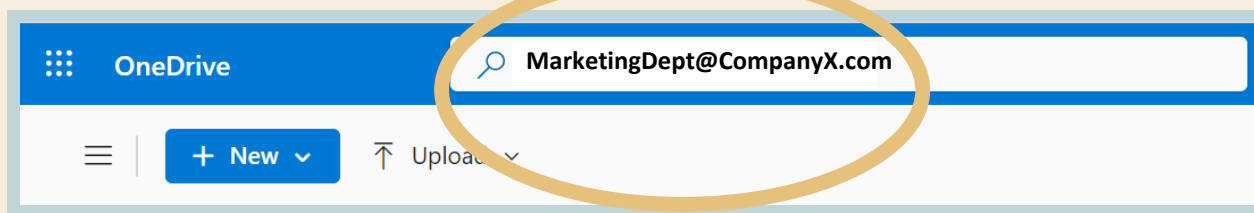

> **Select OneDrive** from the menu of apps.
>
> NOTE: If you don't immediately see OneDrive, then click on the option to "view all apps".
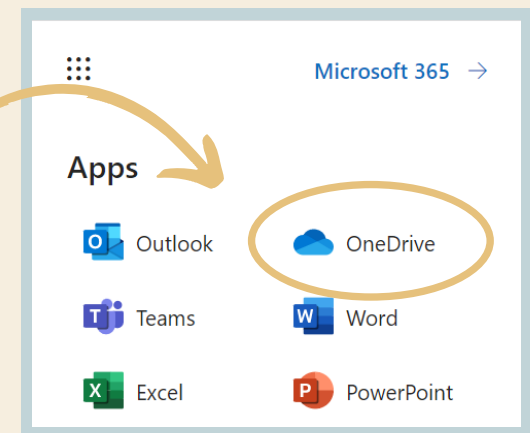
> You should then see your group / department files. If the files do not appear automatically, you can instead **type your group / department email into the search box** which should bring the files up.

NEED HELP?

> If you experience any issues, please contact the **IT Service Center**. Just scan the QR code to fill out a ticket online or call the Service Center at XXX-XXX-XXXX.