Your email logins are merging!

The purpose of this document is for staff who are about to have your *email addresses* merged from 2 or more addresses into a single *username* via the use of *shared mailboxes*. This is an end-user guide, but also covers the technology and reason so that you can understand the changes.

Document Contents

Understanding the formatting

Italics means the term is in the definition list

Bold means the word is on a relevant screenshot (usually to click in a step)

<u>Underlines</u> are only used to emphasis key words, not to be missed.

<u>Blue and underlined</u> means it is a clickable link or an email address

> Indented, smaller text usually identifies a note or example

1. Introduction

Within your organisation, you currently have two *email addresses*. This is likely for a very good reason like different sister company's working from your name at different company domains, or different job roles, like accounts or admin at your company domain. But the fact is you have to login twice (or more) to access your *emails*. You are receiving this document because there is a better way to access multiple *email addresses*. Your *email addresses* are about to be consolidated into *shared mailboxes*. This document will cover what it means to you and what you must do and the details of the technology behind this shift.

2. What do I need to do now?
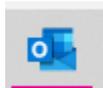
Nothing, if you use Microsoft Outlook, you are good to keep working as normal. If you are currently logged into both *email addresses* in Outlook, then the desktop client should automatically identify the change and swap the connections over for you. We will let you know what your main *username* is, you will not have to login anywhere else anymore. If there's OneDrive or other connections involved, they will be discussed separately. If you have any issues regarding the *emails*, check the FAQs at the end of this document before asking admins.

Note that getting access to the second *email address* from the browser is different now, and you can follow the steps in this guide.

3. Why is this a good thing?

- Less passwords for you to remember
- You do not have to log in and out of different accounts anymore
- Single organisational identity
    (e.g. if you edit a file, Microsoft remembers your credentials and your "recent files" are more relevant)
- Better security
- Saves the company subscription costs

4. What will it look like?

The same as it does now. In Outlook, all your *email addresses* appear down the left whether they are logged in as separate *users*, or automatically added *shared mailboxes*.
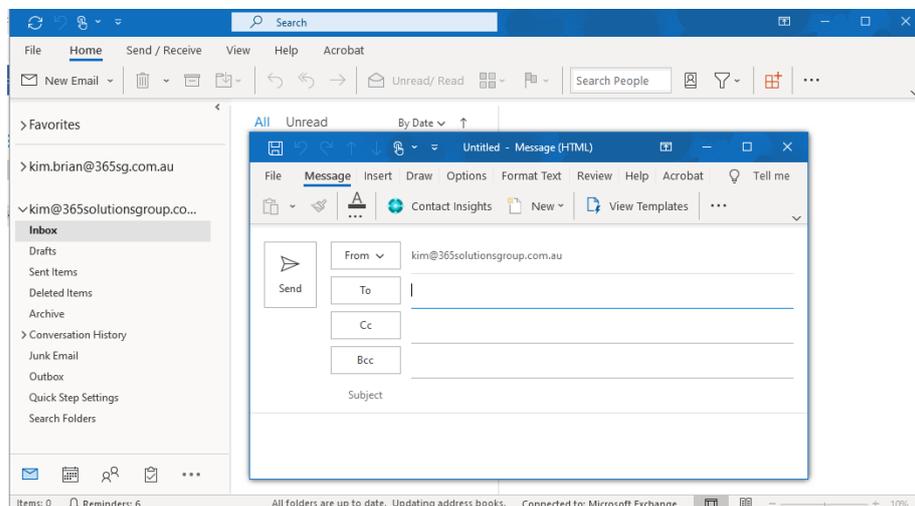
5. Accessing your shared mailboxes in the browser (the internet)

When you're not on your normal device, you may need to check your emails from another computer, you can check your *emails* from anywhere, anytime as always by going to https://outlook.office365.com/. Previously, you would have had to login to one email address, check it, log out, then log in to the other *email address*. Now you can log in once, then while you are looking at that inbox:

1. Click on the profile icon/photo in the top right-hand corner (it might just be your initials)
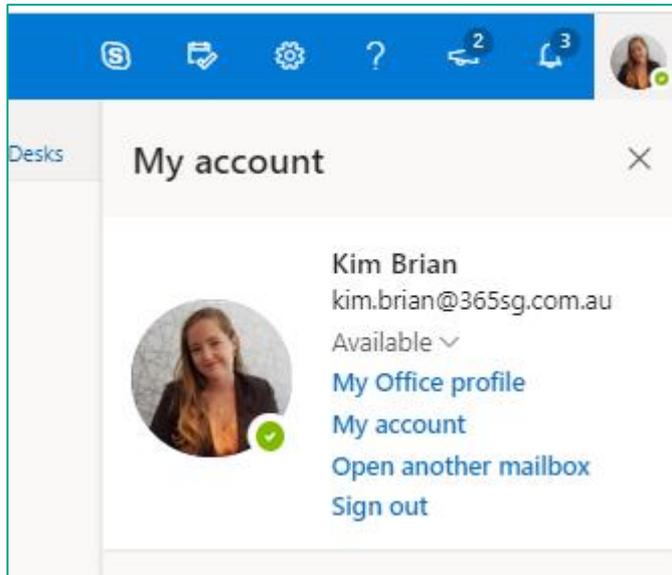
2. Click the link that says **Open another mailbox** on the menu that opens

3. Start to type in the second *email address* you want to open, it should automatically populate after a few letters, click it when it does and click Open.
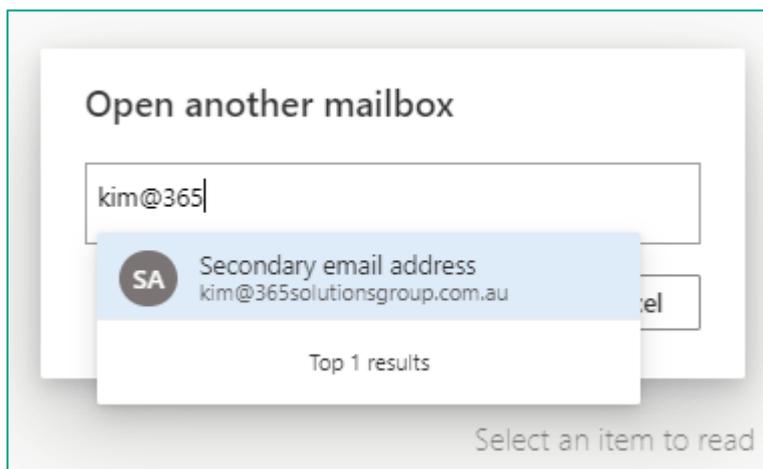
It will open as another tab in your internet browser, and you can swap between the two.

You can work with your emails as normal in the online version of your inbox and can close or sign out as normal when you're done.

Want some more information on what is changing?

In the below sections we have covered some more information, commonly asked questions and some troubleshooting steps for this process, read this document and if you're still stuck or have questions, reach out to the admin who provided it to you for further assistance.

6. Terminology Definitions

Emails = electronic mail

Email address = a string of text that someone can send emails to

Mailbox = a location that *emails* can be delivered

User = individual (you) with their own *credentials* who accesses the mailbox

Credentials = a set of *username* and password to authenticate with Microsoft

Username = a *user* needs <u>one</u> unique *email address* to access their *mailbox*

Alias = a secondary *email address* for the same *mailbox*. You <u>cannot send from</u> an alias.

> (e.g. kim.brian@365sg.com.au, kim@365sg.com.au, and kim.brian@365solutionsgroup.com.au all go to the same *mailbox*. They are different email addresses; one is a *username* and the others are *aliases*. *Emails* can come in when sent <u>to</u> any of those *email addresses*, but outbound *emails* can only come <u>from</u> the *username*, not the *aliases*)

Shared mailbox = a secondary location (*mailbox*) that one or more *users* can access when logged in as themselves. You can choose via a drop down to send from your username or from a shared mailbox.

> (e.g. support@365sg.com.au is checked by multiple people, but you may also have Kim@sharepointadvisors.com and kim@office365advisorys.com as separate company *mailboxes* that only you access, you can pick one as your username and the second one as a shared *mailbox*, in this way outbound emails can be sent from both email addresses)

Domain = the second part of an *email address* after the @ symbol that tells the email where to go

7. Visual Diagram

This is a visual diagram of the change you are taking. From having to remember multiple logins to access multiple *email mailboxes*, you now only have to login once, and can access the same *mailboxes*. It is safe and easy, and there is really no migration or risks at all. We just pick the main *email address* to become your *username* that you log in with and convert the rest to *shared mailboxes*.

Your current method: New method:

You

Credentials
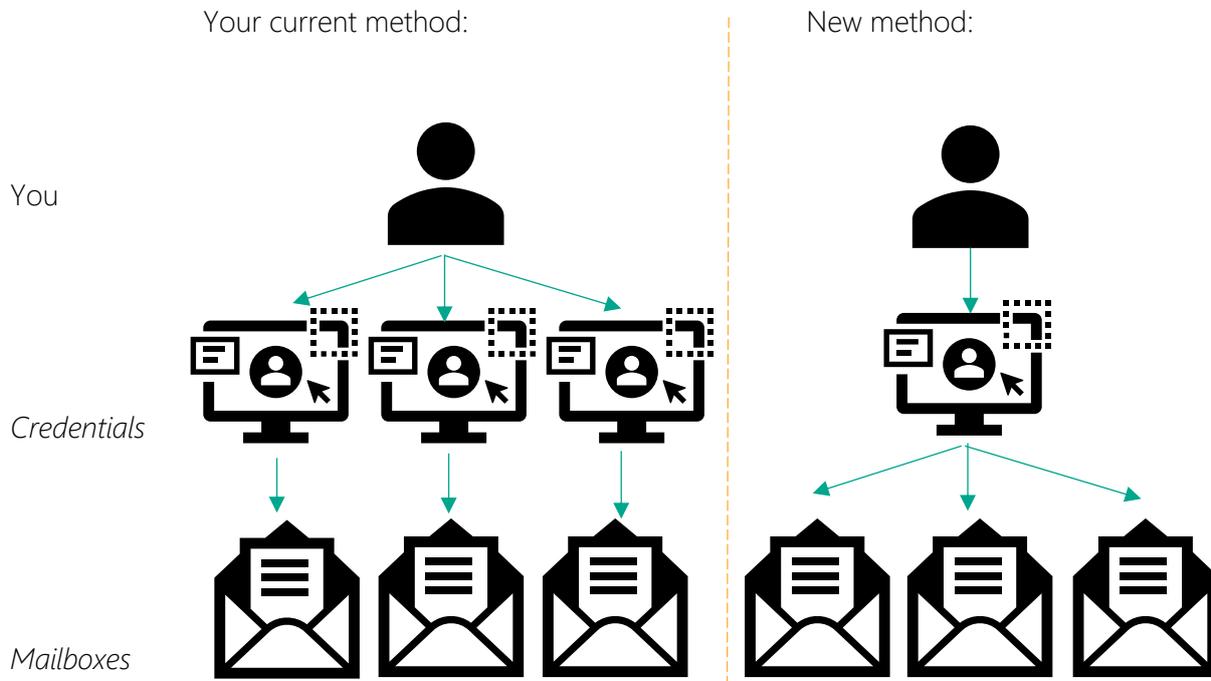
Mailboxes

8. Frequently asked questions:

"Shared Mailbox"? I don't want to share my *mailbox*.

> This does not (necessarily) mean it will be shared with anyone else, it is just the name given to other *mailboxes* that sit alongside your main *username mailbox*. You have your main day to day inbox for your key *emails*, then you have other "*Shared mailboxes*", that can be equally as important, except you access them from the single login.

I am using the default "Mail" client, not Outlook.

> Both windows and Apple have default "Mail" applications on their computers. Your organisation's Office 365 subscription provides Outlook, and we recommend you use it instead. The Mail client is better suited for your personal *emails* and it does not have as many security and collaboration features as Outlook, it also does not handle Shared *Mailboxes* as well. If there is a very compelling reason you must continue using your Mail client instead of Outlook, speak with you administrator to add the new *shared mailboxes* to it.

How does it work if I do want multiple people accessing the same *mailbox*?

As the name suggests, they are ideal for sharing access, giving multiple people's credentials shared access to a *shared mailbox* is a secure and scalable way to collaborate together in a communal *email address* like info@[yourdomain].com. It stops the sharing of passwords and reduces the security risks that come with that.
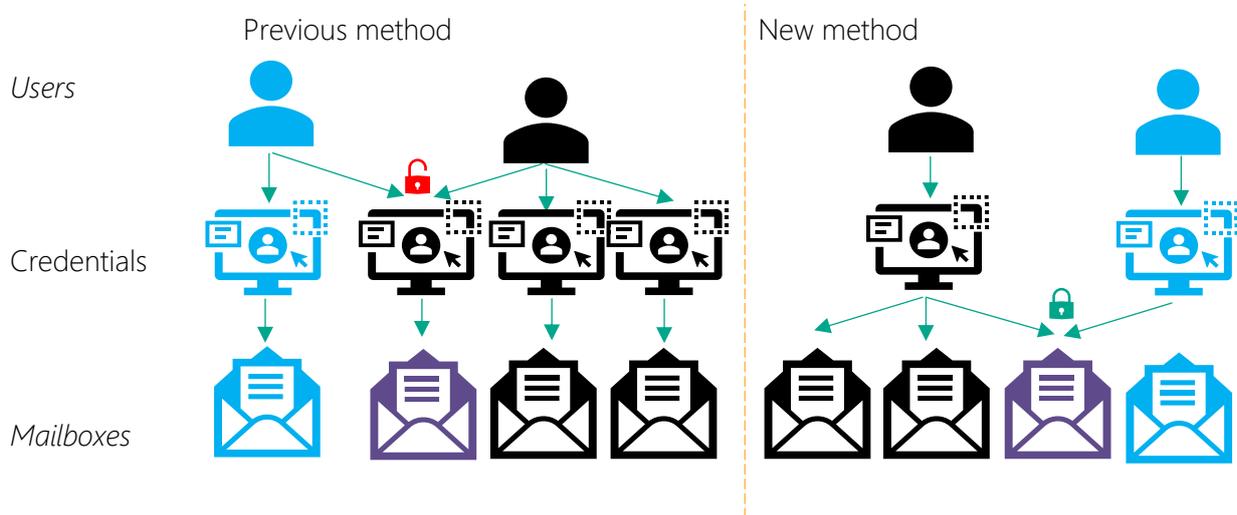

How can I check in Outlook that my *mailbox* has been successfully converted?.

Right now, if you go to **File > Account Settings > Account Settings, in** the popup you will see multiple *email addresses*. Once we are complete, the secondary *email addresses* will be gone.

If it is still showing, you may click **Remove** and confirm without fear of losing any emails.
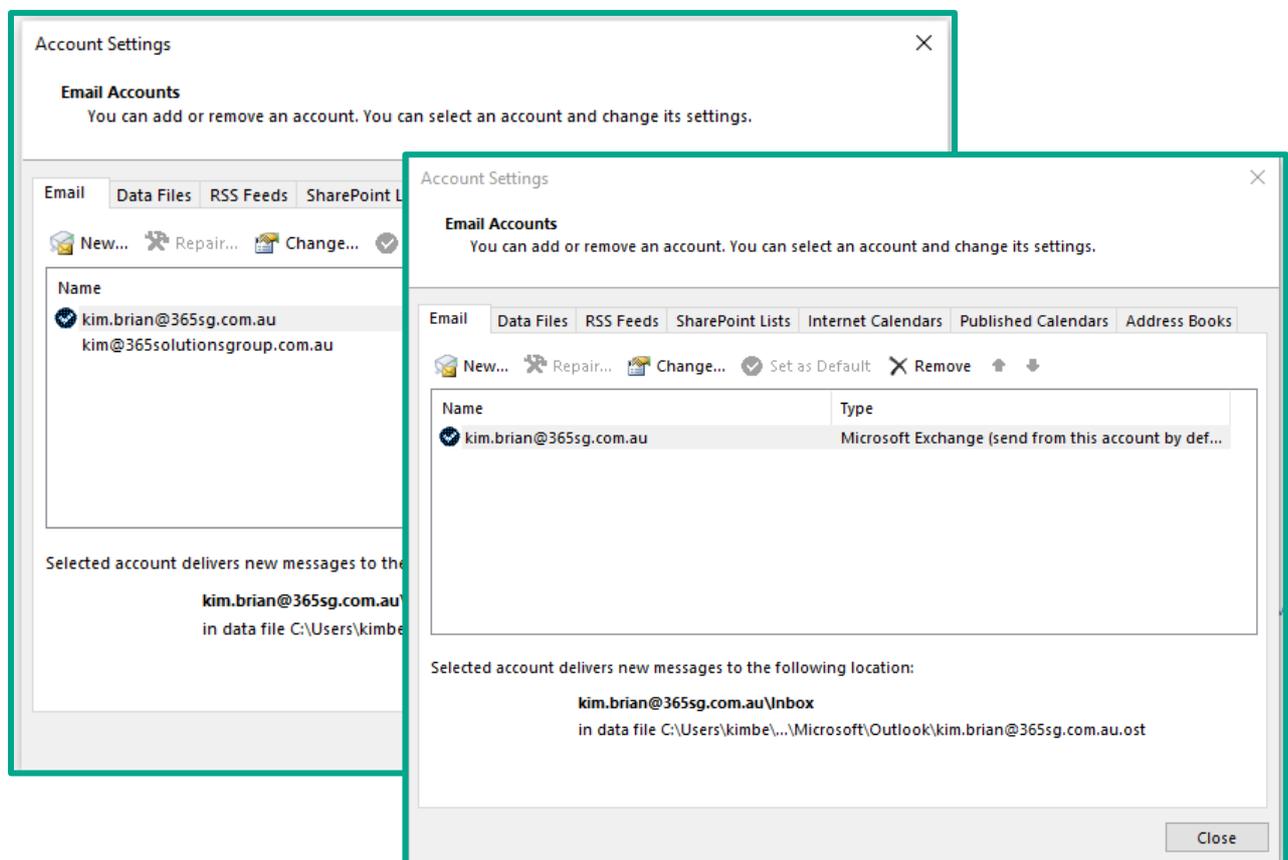
What if suddenly there is now a duplicate of one of my *mailboxes*?
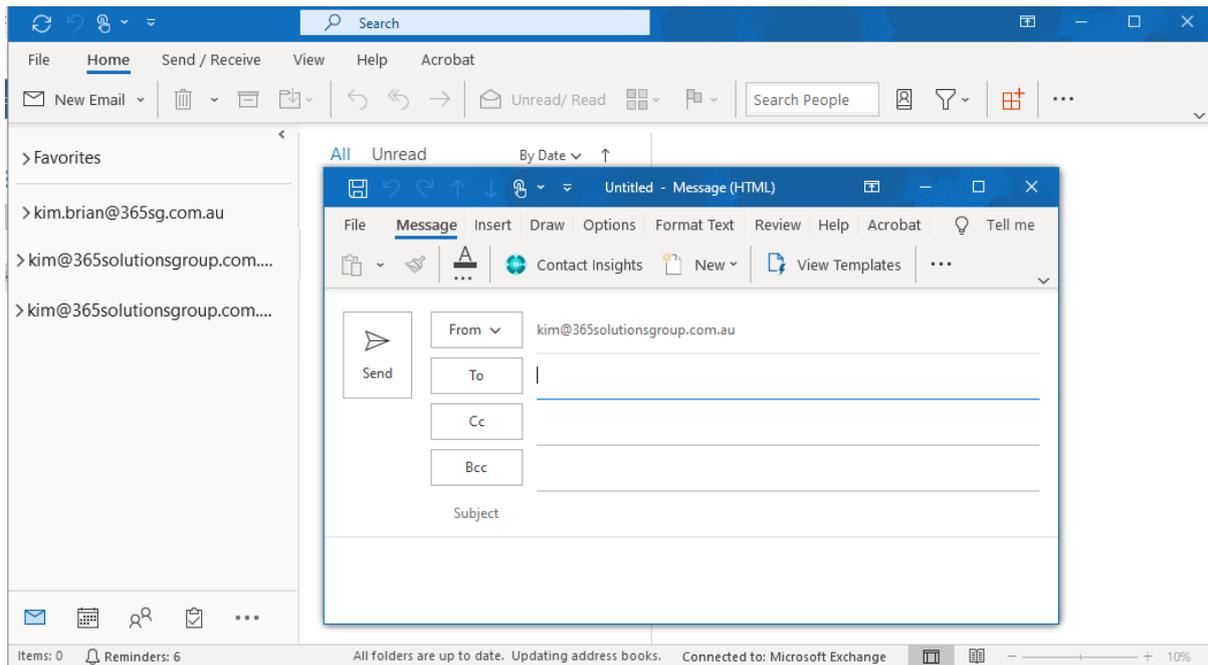
This is unlikely, but has been known to happen on occasion, and it is caused by a cached ghost of the *mailbox* account in outlook, like the diagram below.
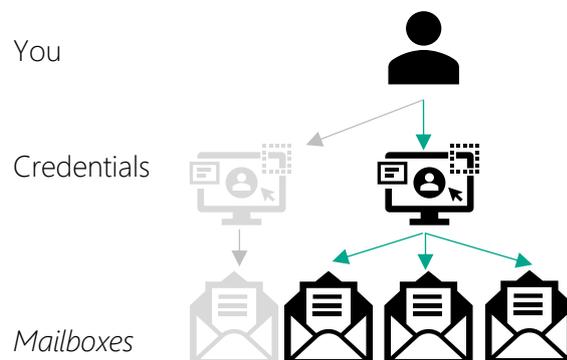
This can be solved by manually removing the *credentials* from you Outlook. Going to **File > Account Settings > Account Settings.** Selecting the *email address* that is duplicating (it will only appear here once) and click **Remove** in the menu above. It will ask to confirm, say Yes.
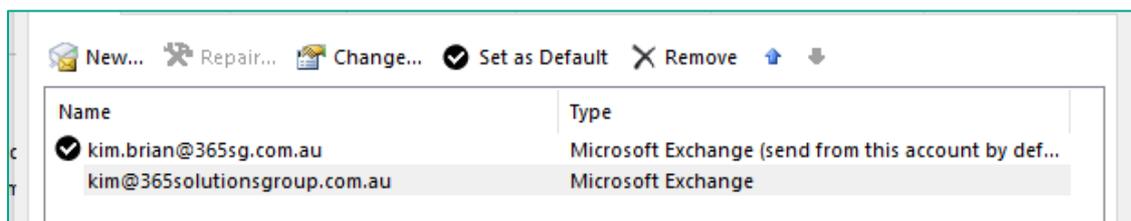
Note: This will <u>not</u> remove any *emails* or any *emails*. It is only the historical record of when the *mailbox* was previously associated with a *user* and manually logged into Outlook. The *Shared Mailbox* you have been correctly given rights to, will continue to function as normal.