

## **Purpose**

The purpose of this document is to define the different types of mailboxes available in the CSUEB Exchange system.

## **Mailbox Types**

Mailboxes may be used by individuals or groups of individuals. The intended use of the mailbox will determine the type of mailbox created by the central operations group.

### ***Personal Mailbox Characteristics***

1. A personal mailbox is owned by one individual.
2. The mailbox must be assigned to the Active Directory account with the NetID assigned to the owner of the mailbox.
3. An individual may only have one personal mailbox.
4. The mailbox may only have one reply-to address and that address will be assigned as the primary email address of the mailbox.
5. The mailbox may have additional “secondary” or “proxy” addresses defined for the “csueastbay.edu” domain.

### ***Group Mailbox Characteristics***

1. A group mailbox is owned by one individual.
2. The mailbox must be assigned to an Active Directory account using a valid non-person NetID.
3. The Active Directory account of the mailbox will be disabled and located in a secure OU controlled by the Active Directory administrators.
4. NetIDs used for group mailboxes should never be used for authentication to other CSUEB resources. They should exist exclusively as the means to create a group mailbox.
5. The mailbox will use the owner’s NetID as the associated external account meaning that the owner will authenticate to the mailbox using their personal NetID and not the NetID assigned to the Active Directory account of the group mailbox.

6. Additional secondary owners may be assigned to the mailbox if required.
7. Secondary owners should only be assigned to the mailbox if they require the ability to “send-as” or impersonate the SMTP address of the group mailbox.
8. Access to any folders or delegation of the mailbox will be done by the owner of the mailbox via the Outlook client.

## **Accessing Group Mailboxes**

### ***Outlook Access***

The owner or secondary owner of a group mailbox may access the mailbox using Outlook by:

1. Creating a separate Outlook profile specifically for the group mailbox and logging on using their personal NetID.
2. Adding the group mailbox to their existing profile.
3. Opening individual mailbox folders using the File/Open/Other User’s Folder menu method.

Non owners who have been granted rights by the mailbox owner via delegation or specific access controls may access the group mailbox by:

1. Adding the group mailbox to their existing profile.
  - a. NOTE: This requires that the mailbox owner grant the person “Folder Visible” access to the top-level of the mailbox. See <http://www.csueastbay.edu/ics/exchange/multical.pdf> for more information.
2. Opening individual mailbox folders using the File/Open/Other User’s Folder menu method.

### ***Outlook Web Access***

The owner or secondary owner of a group mailbox may access the mailbox via Outlook Web Access by specifying the SMTP address of the group mailbox in the URL. For example:

<https://email.csueastbay.edu/exchange/group.mailbox@csueastbay.edu>

When prompted to authenticate the owner should enter their personal NetID and password.