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What is an Exchange Shared Mailbox?

A shared mailbox is a mailbox that multiple users can use to read and send e-mail messages. Shared mailboxes can also be used to provide a common calendar, allowing multiple users to schedule and view calendar tasks.

Why share a mailbox?

A Shared mailbox provides a generic e-mail address (for example, YourDepartment@LAUSD.net, SchoolName@lausd.net, or YourProject@LAUSD.net), that customers can use communicate with your faculty or staff. This allows multiple users to monitor and reply to e-mail sent to an e-mail address, providing a constant presence for your customers.

Shared Resource Mailbox:

This is a type of Exchange Resource that allows users to share a common mailbox, similar to a Calendar Resource. These resources do not have its own user name and password, and as a result, users do not log into it them directly. To use this type of resource mailbox requires all accessing users have active and forwarded Exchange accounts, and are using Outlook or OWA as their e-mail client ⁶.

Advantages of a Shared Resource Mailbox:

1. Sent messages are stored automatically in the shared mailbox and users sent items. ³
2. Users have a choice if they wish their messages to be sent as the shared mailbox, or on "Behalf" the mailbox. ³
3. Automatic mounting of shared mailbox in Outlook (on Windows only.)
4. No need to learn and manage access, a request to ithelp@clemsn.edu is all that is needed.
5. Better Security, as the password for the account cannot be shared.

Requesting shared mailboxes

You request a shared mailbox by submitting a [request form](#). When you request a shared mailbox, you must specify the following:

- The Display Name (i.e. user-friendly name of the mailbox)
 - School Name Elementary
 - Division/Department/Office
 - Purpose
 - Dept-Purpose
 -

The desired **alias** (address) for the mailbox. will have an e-mail address of **alias@LAUSD.net.**, as in these examples:

- SchoolName-EL
- SchoolName-MS
- SchoolName-SH
- SchoolNameCharter
- CafeLA
- Division/Office
- Dept-Purpose
-

- Define acronyms used
- Purpose of Shared Mailbox
- Access Type
 - Receive Only
 - Send and Receive

- The LAUSD.net IDs of people who will manage the mailbox.
- The LAUSD.net IDs of people who need to access the mailbox.

Why would my School/Division want a shared mailbox?

A shared mailbox on Exchange is a mailbox used by more than one person. At LAUSD, these mailboxes are often used for generic addresses for Schools, Divisions/Departments, Centers, Programs, or Offices to use in publications, or used so that more than one person may monitor and respond to inquiries.

A shared mailbox is a more effective way of distributing e-mail messages to a group than a Distribution list. Distribution lists can become cumbersome, use more computing resources than shared mailboxes, and they fill a user's mailbox with "unwanted" messages.

Shared Resource Mailboxes

Shared mailboxes work much like newsgroups, but they do not require the configuration of a news client because they run on the current Exchange servers. Features of shared mailboxes include:

- Authenticated access to shared folders – Only users who can log in to Exchange and have explicit permissions can read a folder.
- Access by LAUSD.Net users only – Users not associated with LAUSD cannot access the shared mailbox.
- Access by non-LAUSD IP addresses – Unlike newsgroups, access is not restricted to LAUSD IP addresses. You can access the shared mailbox using an Internet Service Provider (ISP).
- Mail is not broadcast to a list of subscribers (unlike mailing lists) – A single copy of the message is stored in the folder and can be read by all users with permission. Shared mail:
 - does not affect your personal mailbox quota.
 - does not get mixed with your personal mail.
 - is not subject to mail delivery failures (for example, where some users get a message and others do not).
 - cannot cause email loops or mail "storms" (no more finding 1,000 bogus messages in your inbox).
- Access by unlimited number of users – The number of users who have access to a shared mailbox doesn't matter.
- A central storage location for messages – Unlike departmental mailing lists, which use closed-subscription mailing lists to resend incoming messages to subscribers' individual mailboxes, shared mailboxes maintain messages in a central location that users can access as they desire.
- Ability to create subfolders and manipulate messages – You can centrally manage "old" mail within the mailbox, move messages around, delete messages, create new folders, etc.

How can my School/Division request a shared mailbox?

- The official name of the School, Division or Department or group requesting the mailbox.
- An e-mail address where mail should be sent. Please include a first and second choice in case your first choice is unavailable. Example: ITD@LAUSD.net for the Information Technology Division.
- The display name of the shared mailbox. The name is not formatted like an e-mail address, nor is it part of the e-mail address. It will look something like **Information Technology Division**.
- The name, phone number and LAUSD SSO of the person initiating the request.
- The name, phone number and LAUSD SSO of the person responsible for managing the mailbox.

How do I access my department's mailbox?

Shared mailboxes are accessible using Outlook, Entourage or Outlook Web Access.

Do I need a separate password for the shared mailbox?

No. You always log in to LAUSD Exchange with your personal LAUSD SSO and password. The Exchange servers maintain a list of mailboxes you're authorized to access. This avoids the accountability problem that would arise if multiple users shared a username and password. Remember, never share your LAUSD SSO and password!

Shared Resource Mailboxes

Who controls access to the shared departmental mailbox?

When a mailbox is created, someone (usually the person requesting the mailbox) is granted Full Access permission. This owner manages who may access the shared mailbox and what level of access they have.

Request form

Alias (the name before @lausd.net)

Your Faculty, Department or School

Your Faculty, Department or School

Your Faculty, Department or School

Mailbox description (please explain any acronyms)

Your Faculty, Department or School