How to Send an Email from a Shared Mailbox

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Adding the Shared Mailbox in the From Option
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1. Click “New Email”.

2. (Note: If you already see the “From” option, please move to step #3). If you do not see the “From” option, click Options > From.
3. Click the down arrow to the right of “From” and then click “Other E-mail Address”.

4. Enter in the shared email address (i.e. ittraining@ric.edu) you want to send the email from.
5. Click “Ok”.

Sending Out an Email From the Shared Mailbox Once Setup

1. Click “New Email”.
2. Click the down arrow to the right of “From” and select the shared mailbox.