

# Applying shared mailbox signatures using the exclaimer outlook add-in

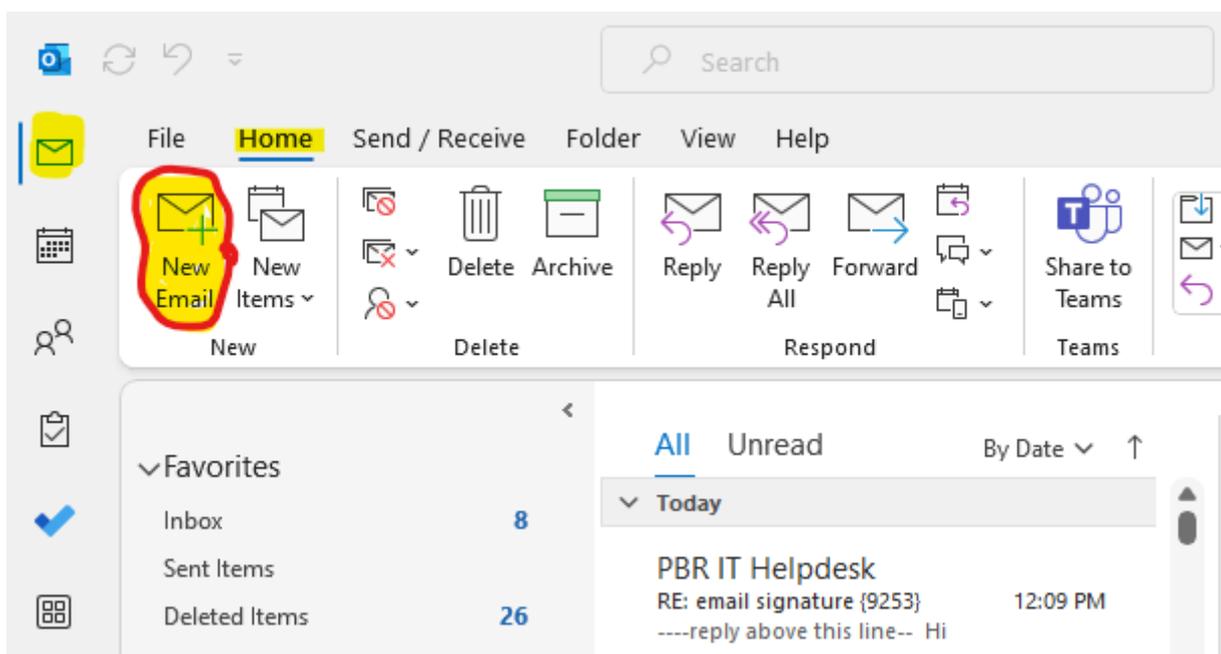
Notes for Technical Resource only: Please ensure the shared mailbox has been assigned to a signature in exclaimer before giving this advisory. Please refer to this article on how to add the signature to a shared mailbox; [Assigning a signature ... | BookStack \(pbr.org.au\)](#)

**Please read the below note before you follow the steps in this article!**

Note: If you are a member of a shared mailbox and have a PBR log-in and PBR device, you can add in the shared mailbox signature. If you are using a personal device, you cannot use Exclaimer.

## Adding the signature for a new email

Open up outlook. Make sure you have selected the envelope icon on the far left and you are on the home tab highlighted below. Click new "email".

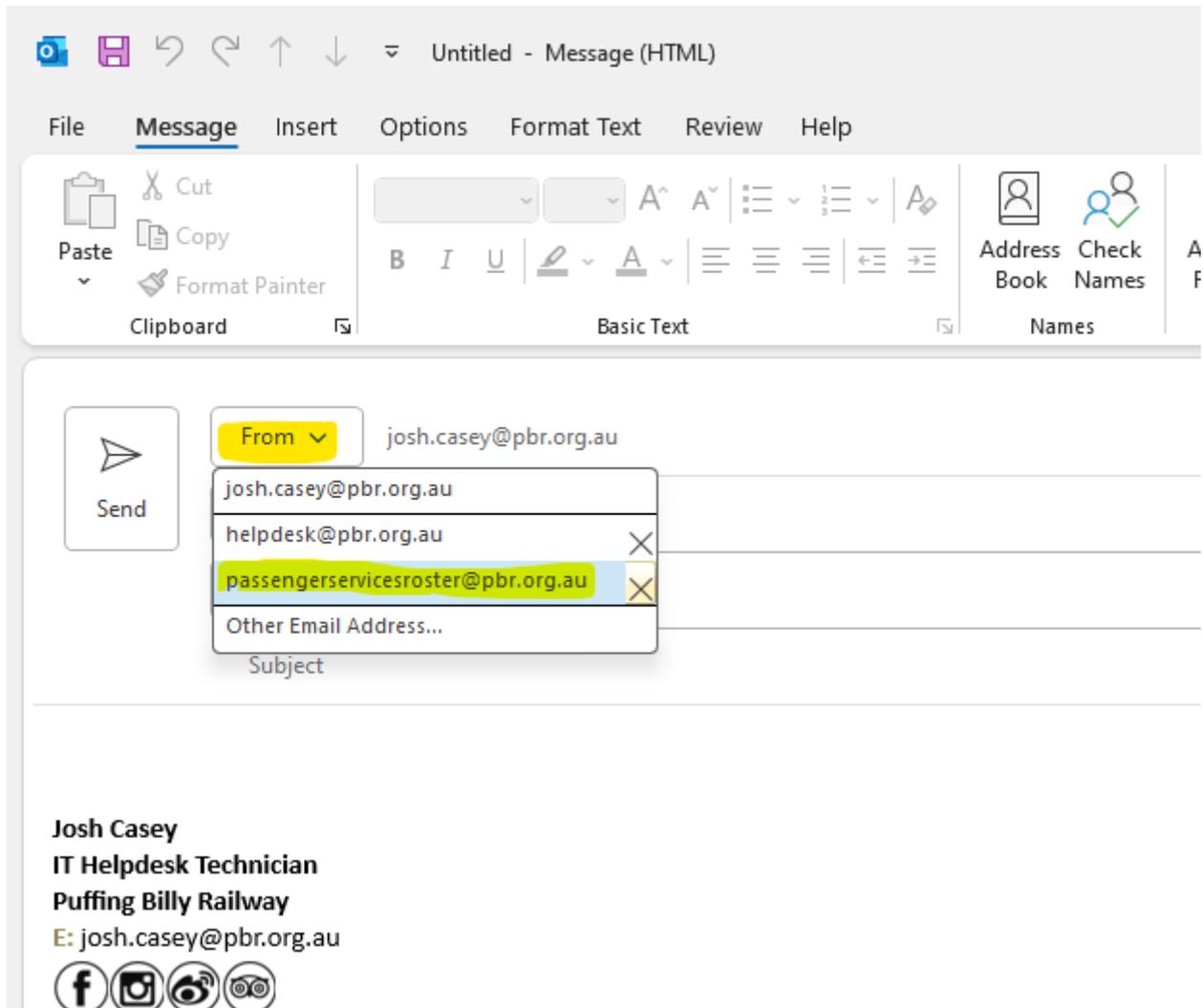


When you generate a new email, your email signature will automatically appear if you have the exclaimer app installed. If the signature does not appear, please contact IT Helpdesk and ask for

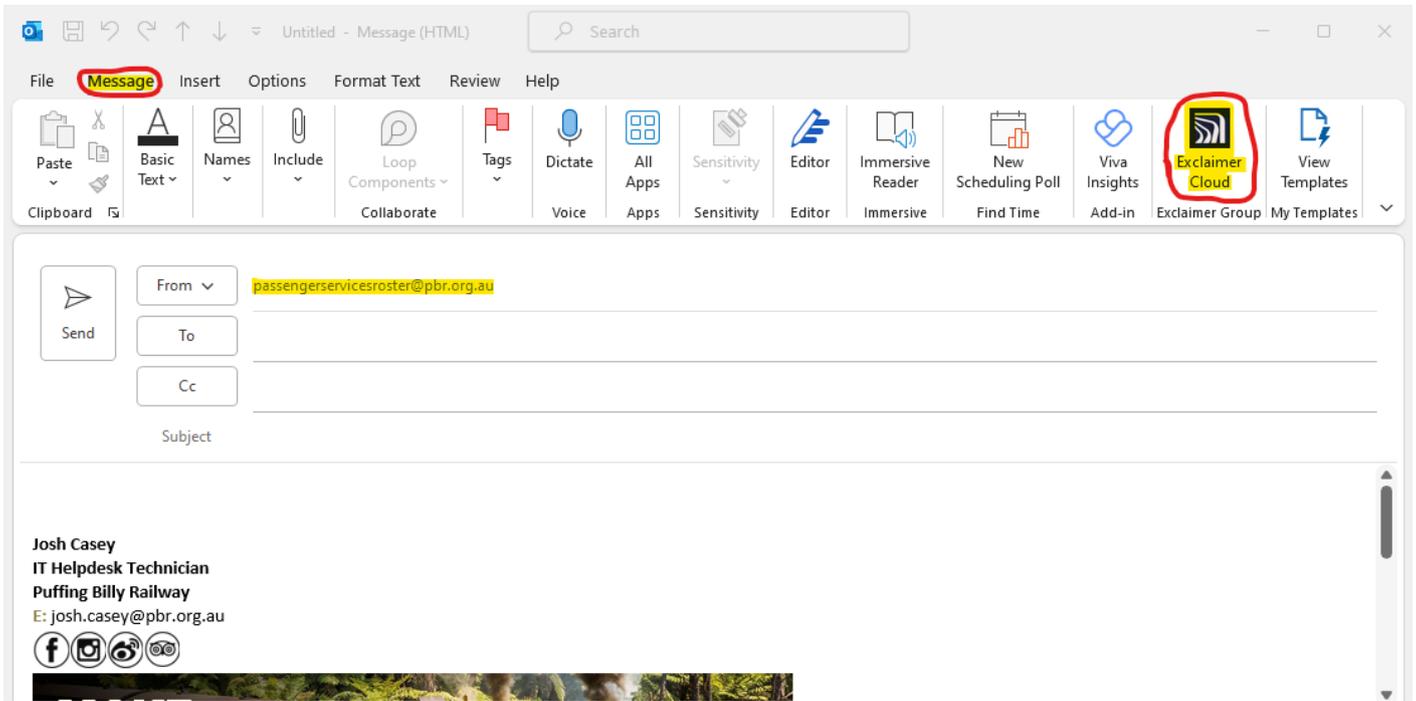
them to check your PBR device for the exclaimer app.

If your email signature does appear please do the following:

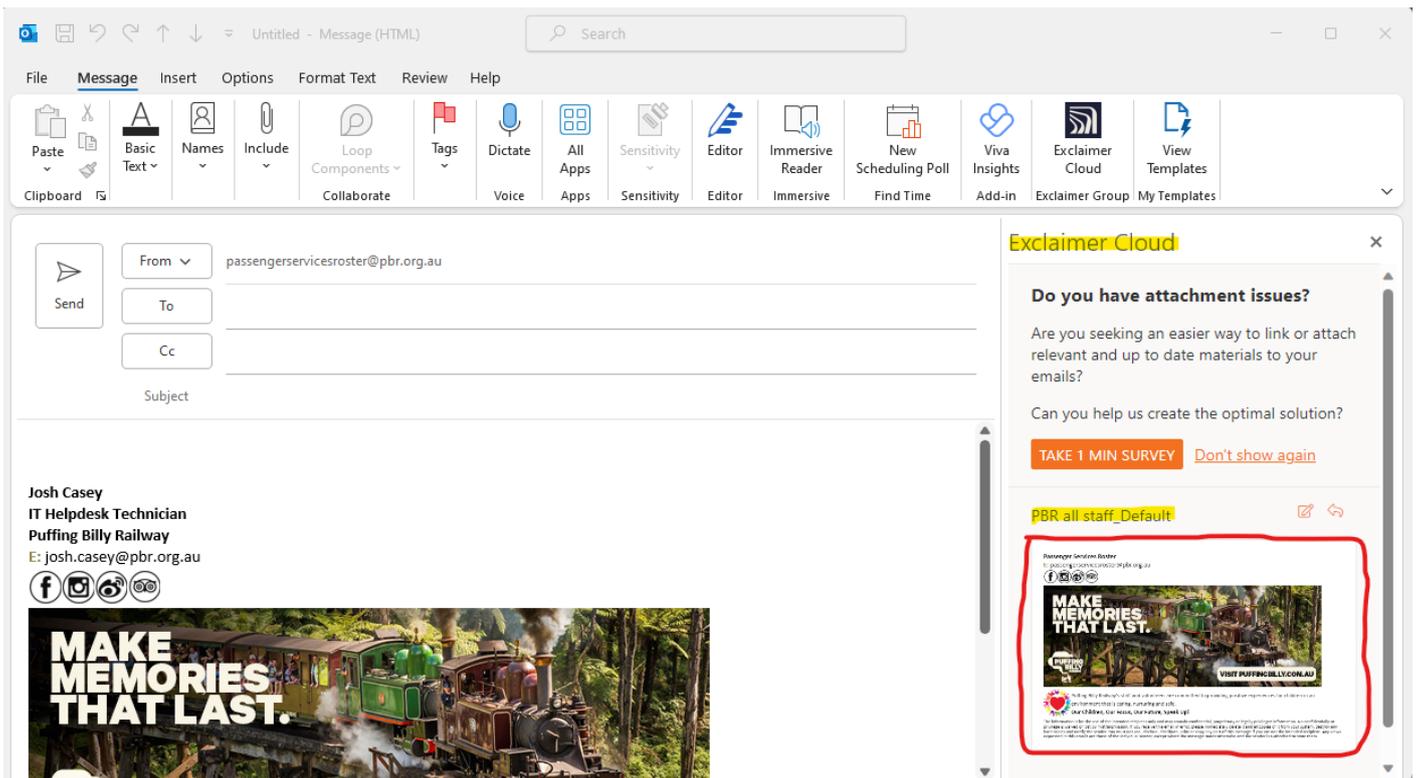
Select the "From" dropdown highlighted below and select the email of the shared mailbox. If the mailbox name does not appear please click "Other Email Address..." and add in the shared mailbox email address.



Once you have selected the shared mailbox email address make sure you select the "Message" tab. On the far right you will see the "Exclaimer Cloud" icon, click on the icon.



Once the icon has been selected, another window will appear within the outlook email. Select the "PBR all staff\_Default" image circled in red. This will put the signature into the email.



The email signature will appear as below. Make sure the email in the signature matches the shared mailbox address.

Untitled - Message (HTML)

File **Message** Insert Options Format Text Review Help

Paste Cut Copy Format Painter Clipboard

Calibri (Body) 11 A A

B I U

Address Book Check Names Attach File Link

Send

From

To

Cc

Subject

Passenger Services Roster  
 E: [passengerservicesroster@pbr.org.au](mailto:passengerservicesroster@pbr.org.au)



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 Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.  
**Our Children, Our Focus, Our Future, Speak Up!**

The information is for the use of the intended recipient only and may contain confidential, proprietary or legally privileged information. No confidentiality or privilege is waived or lost by mistransmission. If you receive this email in error, please immediately delete it and all copies of it from your system, destroy any hard copies and notify the sender. You must not use, disclose, distribute, print or copy any part of this message if you are not the intended recipient. Any views expressed in this emails are those of the individual sender, except where the message states otherwise and the sender is authorised to state them.

## Adding the signature for a reply

If you wish to reply to an email and include a signature for a shared mailbox it will be very similar to the above.

Navigate to the email you wish to reply to. Select the email and click "Reply".

RE: email signature {9253}



PBR IT Helpdesk <helpdesk@pbr.org.au>  
To Josh Casey



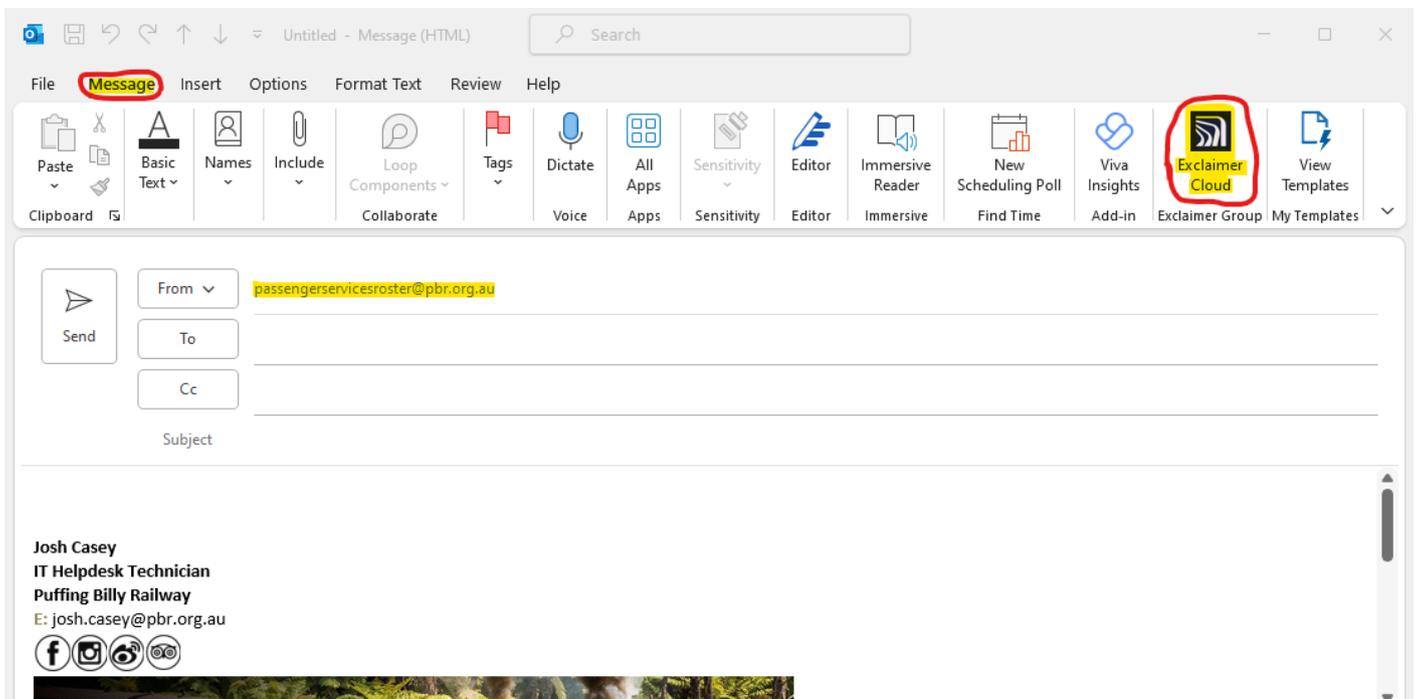
Thu 26/10/2023 12:09 PM

--reply above this line--

Hi Josh  
Thanks for the reminder. I'm just working on the Pass services emails now. A signature is coming up but its my usual one – don't we have a different one that says Passenger Services?  
I'm here for the rest of the day  
Kind regards  
Kathleen

If replying to an email sent to the shared mailbox, then the "From" address should appear as the shared mailbox. If the "From" field is showing anything other than the shared mailbox name, then change to the "From" field to match the shared mailbox name:

Make sure you select the "Message" tab. On the far right you will see the "Exclaimer Cloud" icon, click on the icon.



Once the icon has been selected, another window will appear within the outlook email. Select the "PBR all staff\_Default" image circled in red. This will put the signature into the email.

Untitled - Message (HTML) Search

File Message Insert Options Format Text Review Help

Paste Basic Text Names Include Loop Components Tags Dictate All Apps Sensitivity Editor Immersive Reader New Scheduling Poll Viva Insights Exclaimer Cloud View Templates

Clipboard Collaborate Voice Apps Sensitivity Editor Immersive Find Time Add-in Exclaimer Group My Templates

Send From: passengerservicesroster@pbr.org.au To: Cc: Subject:

Josh Casey  
IT Helpdesk Technician  
Puffing Billy Railway  
E: josh.casey@pbr.org.au  
f i s @



**Exclaimer Cloud**

**Do you have attachment issues?**

Are you seeking an easier way to link or attach relevant and up to date materials to your emails?

Can you help us create the optimal solution?

[TAKE 1 MIN SURVEY](#) [Don't show again](#)

**PBR all\_staff\_Default**



The email signature will appear as below. Make sure the email in the signature matches the shared mailbox address.

Untitled - Message (HTML)

File **Message** Insert Options Format Text Review Help

Clipboard: Paste, Cut, Copy, Format Painter

Basic Text: Calibri (Body), 11, Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent

Names: Address Book, Check Names

Includes: Attach File, Link

Send

From: passengerservicesroster@pbr.org.au

To:

Cc:

Subject:

**Passenger Services Roster**  
 E: [passengerservicesroster@pbr.org.au](mailto:passengerservicesroster@pbr.org.au)



 Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.  
**Our Children, Our Focus, Our Future, Speak Up!**

The information is for the use of the intended recipient only and may contain confidential, proprietary or legally privileged information. No confidentiality or privilege is waived or lost by mistransmission. If you receive this email in error, please immediately delete it and all copies of it from your system, destroy any hard copies and notify the sender. You must not use, disclose, distribute, print or copy any part of this message if you are not the intended recipient. Any views expressed in this emails are those of the individual sender, except where the message states otherwise and the sender is authorised to state them.

If there are any issues, please reach out to the IT team.

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