

Applying shared mailbox signatures using the exclaimer outlook add-in

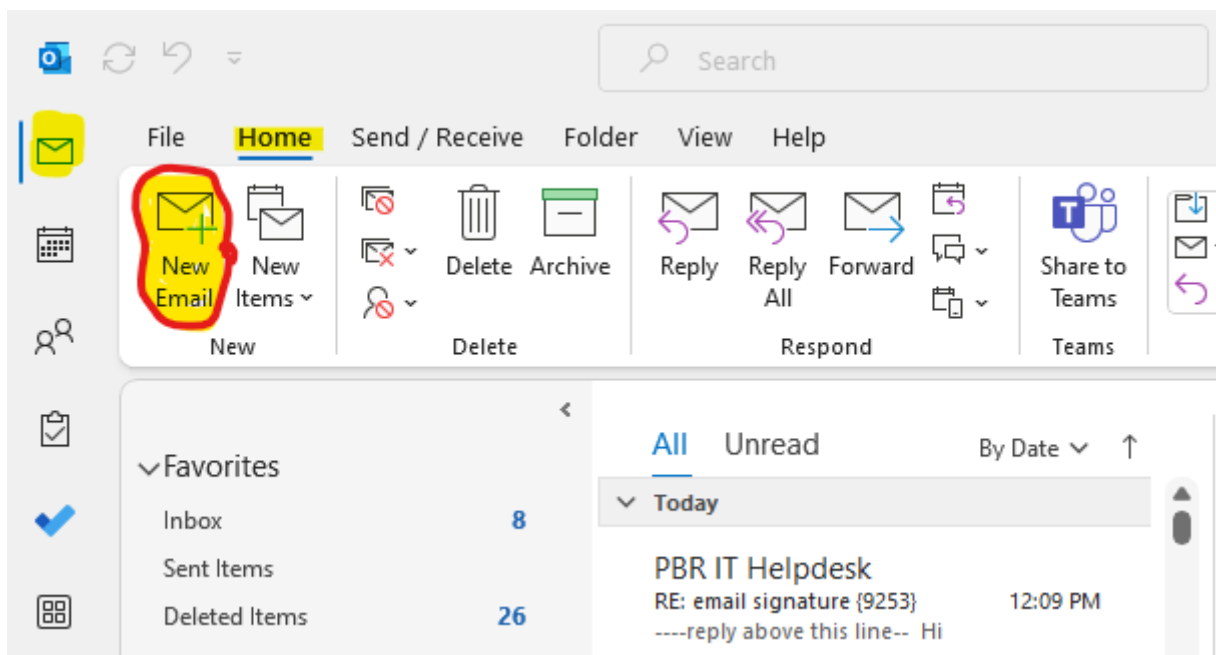
Notes for Technical Resource only: Please ensure the shared mailbox has been assigned to a signature in exclaimer before giving this advisory. Please refer to this article on how to add the signature to a shared mailbox; [Assigning a signature ... | BookStack \(pbr.org.au\)](#)

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".

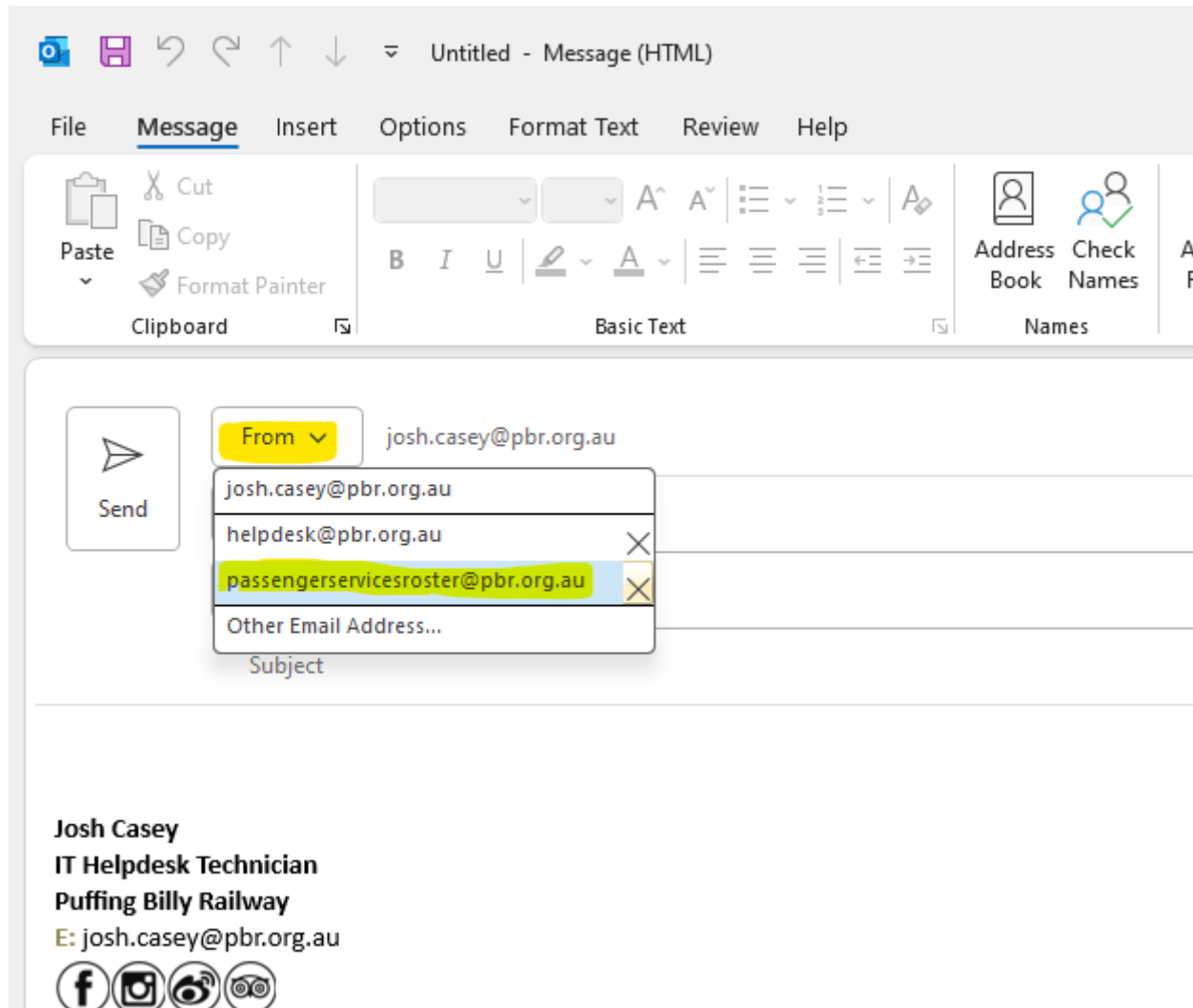


When you generate a new email, your email signature will automatically appear if you have the exclaimer app installed. If the signature does not appear, please contact IT Helpdesk and ask for

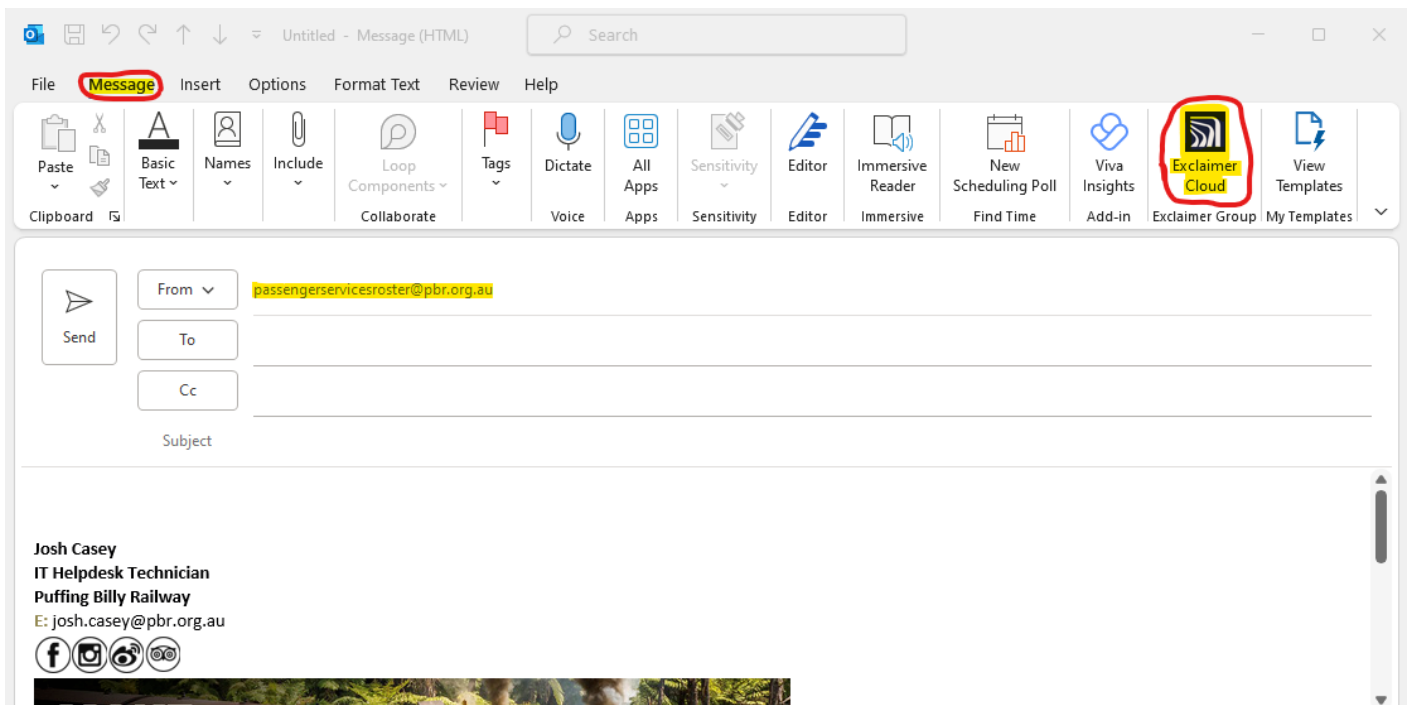
them to check your PBR device for the exclaimer app.

If your email signature does appear please do the following:

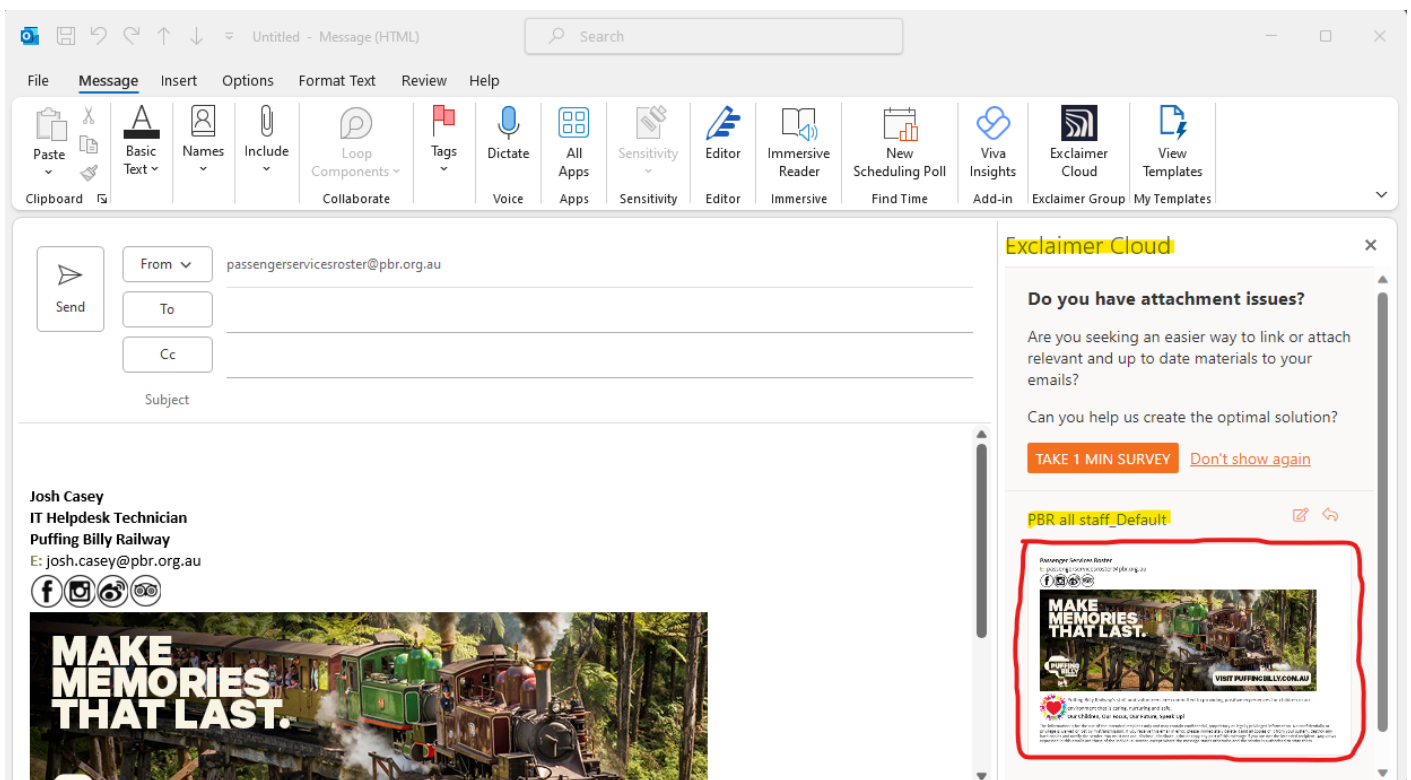
Select the "From" dropdown highlighted below and select the email of the shared mailbox. If the mailbox name does not appear please click "Other Email Address..." and add in the shared mailbox email address.



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

Basic Text

Address Book Check Names Attach File Link

Names Includ

Send

From passengerservicesroster@pbr.org.au

To


Cc

Subject

Passenger Services Roster

E: passengerservicesroster@pbr.org.au


f i b o



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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 confidentially 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

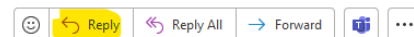
If you wish to reply to an email and include a signature for a shared mailbox it will be very similar to the above.

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



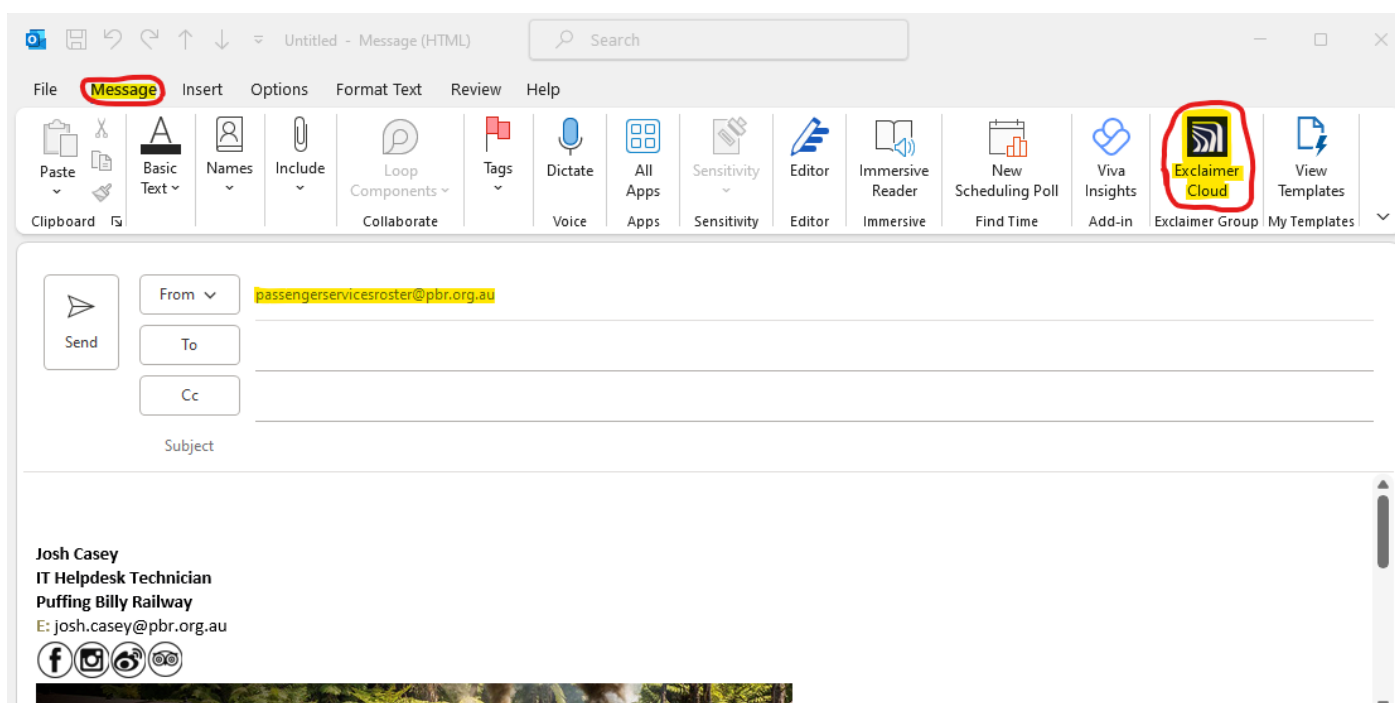
Thu 26/10/2023 12:09 PM

--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 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 o

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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

Passenger Services Roster
E: passengerservicesroster@pbr.org.au
f i s o

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

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 email are those of the individual sender, except where the message states otherwise and the sender is authorised to state them.