

Forwarding Shared Mailboxes to Multiple Emails

It is possible to forward shared mailboxes to multiple users personal emails via a distribution list.

Though this is not an ideal work around and users would be better served by connecting the shared mailbox to their phone or laptop, there may arise times in smaller organisations where users would rather receive emails directly to their organisation email or in RTHV's case their personal.

In this use case the flow is Shared Mailbox > DL > Users Org Email > Users Personal Email.

1. First create a Shared Mailbox

Shared mailboxes

A shared mailbox can be used by a group of people, like a support team, to receive and send email from the same email address. Select a shared mailbox to add or remove members, set up automatic replies, manage aliases, and more.

[Learn more about shared mailboxes](#)

+ Add a shared mailbox Refresh

Name	Email
<input type="checkbox"/> Accounts	accounts@rthv.com.au

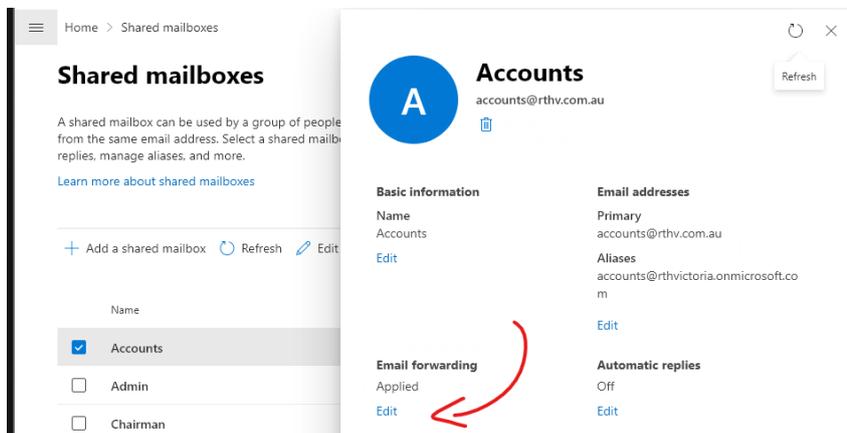
2. Then create a distribution list with the users receiving the forwarded emails as members of the DL. Make sure to give the DL an applicable name, in this case accounts.forwarding.

Microsoft 365 Distribution list Mail-enabled security Security

+ Add a group Export Refresh

Name ↑	Email
<input type="checkbox"/> accounts.forwarding	accounts.forward@rthv.com.au

3. Go back to the Shared Mailbox you created, open the details, find Email forwarding and **edit**



4. Add the new DL email you just created to the forwarding email address section and save

Forward all emails sent to this mailbox
The mailbox owner will be able to view and change these forwarding settings.

Forwarding email address *

accounts.forwarding@rthv.com.au

Keep a copy of forwarded email in this mailbox

5. At this point accounts shared mailbox will receive the mail, as well as any member of the DL.

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