

Using Department Mailboxes

One of the mailbox types provided by the campus Exchange service is the Department Mailbox. This mailbox type is not associated with a specific user. Customers may use Department Mailboxes in a variety of ways, including but not limited to mailboxes for a specific role or function, such as information requests; or a group, such as helpdesk. While some of these needs can be satisfied in other ways (such as a Footprints project or a Listserv) many users find it convenient to do this within their normal email environment.

This document provides some information relevant to using Department Mailboxes in the University of Michigan e-mail environment.

Receiving e-mail from inside Exchange

Department Mailboxes will show up in the Global Address List (GAL). Following the Exchange Naming Conventions (<http://www.umich.edu/~lannos/exchange/docs/NamingConventions.pdf>) will result in your department's mailboxes grouping together in the GAL. Anyone within the Exchange environment will be able to send e-mail to those mailboxes.

If you want to use this group exclusively inside of Exchange, preventing users outside of Exchange from sending mail to this group, you're all set. Exchange in its default configuration accomplishes this.

Receiving e-mail from outside Exchange

Mail from the Departmental Mailbox will appear to external recipients to come from mailbox-name@umich.edu. However, if an external user replies to that email, it will bounce. This is because the U-M mail gateway is not aware of mailbox-name@umich.edu being an Exchange address unless an entry is created in UMOD..

If you wish users outside of Exchange to be able to respond, you'll need to create an accompanying entry in UMOD to direct external mail to that group.

1. Create a UMOD group with the same name as the Exchange group email address.
2. In the "Non-University Members" field of the UMOD group enter the internal address of the Department Mailbox. This internal address will be in the form of dept-mailboxname@adsroot.its.umich.edu.
3. Remove your name from the "University Members" field of the UMOD group (placed there automatically when the group is created).
4. (Optional) Add the mailbox Display name to the "Also Known As" field of the UMOD group.

Now email addressed to dept-mailboxname@umich.edu will be delivered to the Exchange department mailbox of that name.

Example:

Exchange User logon name: rep-helpdesk
Exchange E-mail address: rep-helpdesk@umich.edu
Exchange Display name: Reptile Science Help Desk

UMOD group name: rep-helpdesk
UMOD Non-University Members: rep-helpdesk@adsroot.itcs.umich.edu
UMOD Also Known As: Reptile Science Help Desk

The end result in UMOD will look like this:

rep-helpdesk,User Groups,Groups

Also Known As:

Reptile Science Help Desk
rep-helpdesk

Description:

Demo Exchange Department mailbox

Non-University Members:

rep-helpdesk@adsroot.itcs.umich.edu

Changing your Department Mailbox password

Because a Department mailbox does not have an equivalent Kerberos identity like a unique name does, you cannot change the Department mailbox password via the password reset web page. However, you can change the password using Outlook Web Access (OWA). The document “How to Change Password Using Outlook Web Access” at <http://www.umich.edu/~lannos/exchange/docs/ChangePasswordswithOWA.pdf> explains how to do this. You must login to OWA using the Department Mailbox logon name (not your unique name) to change its password.

Delegating access to a Department Mailbox

In many cases, Department Mailboxes are used by delegating access to the Exchange users that need to use them (a.k.a. proxy). For information on delegating access to Exchange mailboxes, see the document “Understanding & Configuring Mailbox Access Delegation in the UMROOT Forest” at <http://www.umich.edu/~lannos/exchange/docs/Delegation.pdf>