

E-Mail - Requesting and using a distributed mailbox

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Schlüsselwörter

Exchange Outlook E-Mail Configuration distributed mailbox

Lösung (öffentlich)

A distributed mailbox is a mailbox with multiple users. It has the special feature of not having its own password so that no one can log in to the mailbox directly. Instead, a person with administration rights assigns access authorizations to individual users or groups at different levels. Users can then log in to their own mailbox and access the distributed mailbox by opening it via the [1]Outlook Web App (OWA) or adding it to their Outlook account. Since the self-service portal update 06/2025, it has been possible to certify distributed mailboxes. The distributed mailbox is displayed in the self-service portal and a certificate can be created.

The calendar of the distributed mailbox is often used as a department calendar. Several calendars can be created. The authorizations can be configured separately for each calendar. For example, folders for projects can be set up in the distributed inbox folder to give each member the best possible level of knowledge. Changes to the configuration can be made by the mailbox administrator specified in the application via the OWA web interface. Once set up, the resource is visible in the Exchange global address list.

Requesting distributed mailboxes

Only employees of the TU Dresden are allowed to request distributed mailboxes.

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In order to request a distributed mailbox you must first log in to the [2]self-service portal with your personal "ZIH login".

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Now click on the tile "Room, resource and distributed mailboxes, mailing lists" under "Communication and collaboration".

Screenshot Self-service portal: homepage

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Click on the tab "Distributed mailboxes".

Screenshot Self-service portal: Tab "Distributed mailboxes"

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On the next page you will see an overview of your existing distributed mailboxes and applications. To request a distributed mailbox, click on the "Request a new distributed mailbox".

Screenshot Self-service portal: Overview "Distributed mailboxes"

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Now enter the desired data in the application form and confirm your entries with the "Submit" button at the bottom of the page. Your request will now be processed by the Service Desk.

Screenshot Self-service portal: Request form for distributed mailboxes

The following is a brief explanation of the two existing permissions:

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Owner (Full access): Authorises the user to open the distributed mailbox and act as the owner of this mailbox. After accessing the distributed mailbox, the user can create calendar items; read, view, delete and modify emails; and create tasks and calendar contacts. However, a user with the "Full Access" permission cannot send e-mails through the distributed mailbox unless they also have the "Send As" permission.

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Send as: Authorises the user to send e-mails on behalf of the distributed mailbox. The text "on behalf of" is inserted in the From: line.

Changes to the persons specified in the application can be made by the Exchange admins at the request of the owner of the mailbox. Please send the request [3]by e-mail to the Service Desk.

Using distributed mailboxes Log in to the distributed mailbox

Users with access to the distributed mailbox can log in as follows:

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To do this, log in to your personal mailbox via the [4]Outlook Web App (OWA).
Registration takes place via [5]Shibboleth.

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Now click with the left mouse button on your user symbol in the top right corner and then select "Open another mailbox...".

Screenshot Outlook Web App: Start page

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Now enter the name of the distributed mailbox and select the mailbox. If it is not displayed directly, click on "Search directory".

Screenshot Outlook Web App: Dialog "Open another mailbox"

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The mailbox is now selected. Next, click on the "Open" button. The mailbox now opens in a new browser tab.

Screenshot Outlook Web App: Open another mailbox

Adding a distributed mailbox to your personal mailbox

This method is recommended if you want to monitor your emails in the personal mailbox and the distributed mailbox at the same time. In addition, once this process is complete, the distributed mailbox and its folders will be displayed in the left navigation panel every time you open Outlook Web App.

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To do this, log in to your personal mailbox via the [6]Outlook Web App (OWA).
Registration takes place via [7]Shibboleth.

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In the left-hand navigation area, right-click on the personal mailbox, displayed as your name.

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Then select "Add shared folder".

Screenshot Outlook Web App: Unfolded menu for the personal mailbox

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In the "Add shared folder" dialogue box, enter the e-mail address of the distributed mailbox and then click on "Add". The distributed mailbox is now displayed at the bottom of the list on the left-hand side.

Screenshot Outlook Web App: Dialog "Add Shared Folder"

Add or remove more users and groups

Users with "admin access" to the distributed mailbox can add or remove users or groups as follows:

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Open your distributed mailbox by following steps 1 to 4 of the "Log in to the distributed mailbox" instructions.

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Then right-click on the name of the distributed mailbox.

Screenshot Outlook Web App: Menu of the e-mail area

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In the pop-up menu, click on the item "Permissions".

Screenshot Outlook Web App: Unfolded menu of the distributed mailbox

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You can now add new users or user groups by clicking on the "plus sign".

Screenshot Outlook Web App: Assigning permissions for the distributed mailbox

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Now enter the user or group you want to add to the distributed mailbox in the "Add permissions" window. Then click on the "Add" button.

Screenshot Outlook Web App: Add permissions

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Now you can select the corresponding person or group in the upper part of the window and set various permissions for them under "Permission level". You can see what these levels contain in terms of read, write and other rights further down in the window. Then confirm the desired adjustment with the "Ok" button.

Screenshot Outlook Web Ap: Set permission level

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You can remove the persons or groups again via the "bin sign" and thus withdraw access to the distributed mailbox again.

[1] <https://msx.tu-dresden.de/>

[2] <http://selfservice.tu-dresden.de/>

[3] <mailto:servicedesk@tu-dresden.de>

[4] <https://msx.tu-dresden.de>

[5] <https://faq.tickets.tu-dresden.de/v/ItemID=1183>

[6] <https://msx.tu-dresden.de>

[7] <https://faq.tickets.tu-dresden.de/v/ItemID=1183>