Example: Shared Department Inbox

Best Practices: Setting Up a Shared Department Inbox

When your company uses a common address like "sales@domain.com" or "support@domain.com", multiple team members need access to read, organize, and reply to incoming messages. By combining mailbox sharing and address book sharing, you can create a highly efficient collaborative workspace for your department.

Note on access: To share resources across a department, the main shared account must be an Enhanced mailbox. Because you can mix mailbox types under a single domain, the team members receiving access can use either Basic or Enhanced accounts.

Step 1: Share the Department Mailbox

Log in to the **department webmail account** (such as "sales", "support", etc.) and give your team access to the central inbox so everyone can view incoming requests. Set their permission level to "Manage" or "Write and delete" so they can organize emails into folders.

See the step-by-step Mailbox Sharing guide

Step 2: Share the Customer Address Book

Ensure your team has access to client contact details. Grant them "Write and delete" access so they can add and update contacts as new inquiries come in.

See the step-by-step Address Book Sharing guide

Step 3: Enable "Send As" Permissions

An administrator must log in to the Admin Panel and grant **send as** permissions to each team member for the department mailbox, so team members can reply on behalf of the department.

See the step-by-step Admin Panel "Send As" Permission guide

Step 4: Reply as the Department

When composing or replying to an email, click the **From** drop-down menu at the bottom of the compose window and select the department address before sending.

When composing or replying to an email, team members will click the **From** drop-down menu at the bottom of the compose window and select the department address before sending.

See how to change the "From" address when sending

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