NAPLES COMPUTERS HOW-TO · SETUP & HOW-TO

Shared Mailboxes and Calendars in Microsoft 365

A shared mailbox like support@ or info@ lets a team work from one inbox without handing out a shared password -- everyone signs in as themselves. This guide walks through how shared mailboxes and shared calendars actually work in Microsoft 365.

Why a shared mailbox beats a shared login

No passwords to hand out, and it's already included in your plan.

No shared password
Everyone signs in as themselves, Full Access just opens the shared inbox inside their own account.

A real audit trail
You can tell who actually sent or read something, not just that it happened.

No extra license needed
Up to 50 gigabytes, included with your Microsoft 365 plan.

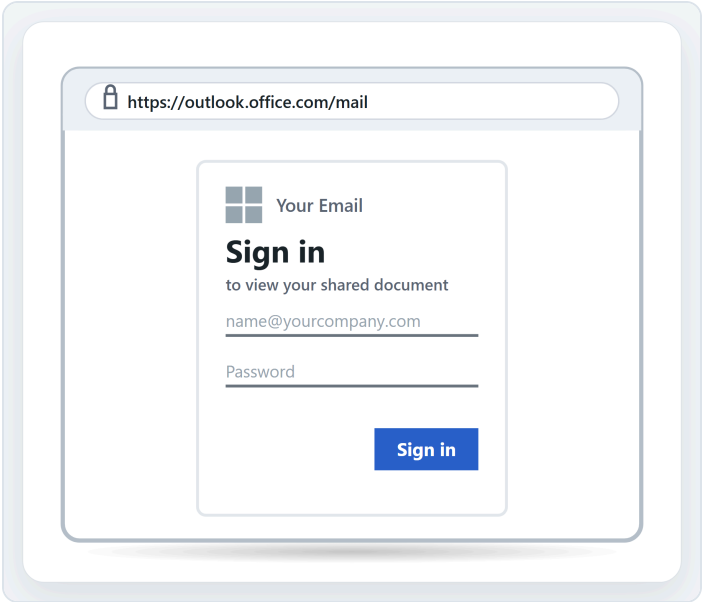
Shared mailboxes and calendars in Microsoft 365

SHARED MAILBOX

1 A shared mailbox is its own inbox, not a person

Think support@, info@, or billing@, no individual owns it.

WHAT TO DO
Grant staff Full Access to open it, and Send As so replies come from the shared address, not their own.



SHARED CALENDAR

2 Share your calendar so the team can plan around it

In Outlook, use Share Calendar, and pick a permission level.

WHAT TO DO

Can view just shows free and busy; Can view all details shows what the meeting actually is; Can edit lets someone manage it for you.



NAPLES COMPUTERS

★ Need shared mailboxes or calendars set up right?

We'll set up team inboxes, the right send permissions, and shared calendars.

WHAT TO DO

And clean up access as people come and go. Call 239-513-1960.



A few practical notes

- [ ] **It shows up on its own**
  Full Access usually adds the shared mailbox to Outlook automatically, no manual setup
- [ ] **50 GB included, 100 GB with a license**
  Most team inboxes never get close; a license raises the cap if needed
- [ ] **Send As or Send on Behalf**
  Send As looks like it's from the shared address; Send on Behalf shows the sender's name too

A couple of things to watch

- [ ] **Don't use it as a login**
  A shared mailbox can't sign in on its own unless you assign it a license
- [ ] **Review who has access**
  People change roles, access should change with them
- [ ] **Use it for a role, not a person**
  support@ outlives whoever's answering it today

Recap: shared mailboxes & calendars

- [ ] A shared mailbox is a team inbox, not a person
- [ ] Full Access to open it, Send As to reply as it
- [ ] 50 gigabytes included, no extra license needed for most teams
- [ ] Share your calendar, pick the right permission level
- [ ] Need it set up right? Call Naples Computers

Use a shared mailbox for a role, not a person -- support@ should outlive whoever's answering it today. Review who has Full Access periodically; people change roles, and access should change with them.



Need a team inbox or shared calendar set up right? We'll handle it.

Call 239-513-1960

naplescomputers.com · **We Make I.T. Happen!**