## How to change the automatic reply on a Shared Mailbox

- 1. You need to setup the Shared Mailbox as a profile in your Outlook client before continuing. Open Outlook client and select your Shared mailbox profile.
  - Inbox office365@mandela.ac.za Outlook 0  $\bigcirc$ Account Information பி Info office365@mandela.ac.za Е Microsoft Exchange Open & Export + Add Account Account Settings Save As R Change settings for this account or set up more connections. Account Save as Adobe Access this account on the web. Settings ~ PDF https://outlook.office365.com/owa/nmmu.ac.za/ Get the Outlook app for iOS or Android. Change Print Automatic Replies (Out of Office) ŀ Use automatic replies to notify others that you are out of office, on vacation, or not available to respond to email messages. Automatic Replies Mailbox Settings Manage the size of your mailbox by emptying Deleted Items and archiving. Tools 49.2 GB free of 49.5 GB **Rules and Alerts** ۲<u>ق</u> Use Rules and Alerts to help organize your incoming email messages, and receive updates when items are added, changed, or removed. Manage Rules & Alerts
- 2. In Outlook, select File and click on "Manage Rules & Alerts"

3. Click on "New Rule" button, select "Apply rule on messages I receive, click Next

Rules and Alerts

| Rule (applied in the order shown)                       | Actions                 |
|---------------------------------------------------------|-------------------------|
| Select the "New Rule" bu                                | utton to make a rule.   |
|                                                         |                         |
| iles Wizard                                             | ×                       |
|                                                         |                         |
| art from a template or from a blank rule                |                         |
| ep 1: Select a template                                 |                         |
| Stay Organized                                          |                         |
| Move messages from someone to a folder                  |                         |
| Move messages with specific words in the su             | ubject to a folder      |
| Move messages sent to a public group to a f             | folder                  |
| Flag messages from someone for follow-up                |                         |
| Move RSS items from a specific RSS Feed to              | a folder                |
| Stay Up to Date                                         |                         |
| 🙀 Display mail from someone in the New Item A           | Alert Window            |
| (4) Play a sound when I get messages from some          | ieone                   |
| 📘 Send an alert to my mobile device when I get          | t messages from someone |
| Start from a blank rule                                 |                         |
| Apply rule on messages I receive                        |                         |
| Apply rule on messages I send                           |                         |
|                                                         | ncel Appl               |
|                                                         |                         |
|                                                         |                         |
| ep 2: Edit the rule description (click an underlined va | alue)                   |
| Apply this rule after the message arrives               |                         |
| PP.7 mis rate area are message annes                    |                         |
|                                                         |                         |
|                                                         |                         |
|                                                         |                         |
|                                                         |                         |
|                                                         |                         |

 $\times$ 

4. Select "where my name is in the To or CC box, click Next

## **Rules Wizard**

 $\times$ 

| Which condition(s) do you want to check?       |   |
|------------------------------------------------|---|
| Step 1: Select condition(s)                    |   |
| from people or public group                    | ^ |
| with specific words in the subject             |   |
| through the specified account                  |   |
| sent only to me                                |   |
| where my name is in the To box                 |   |
| marked as importance                           |   |
| marked as <u>sensitivity</u>                   |   |
| flagged for <u>action</u>                      |   |
| where my name is in the Cc box                 |   |
| where my name is in the To or Cc box           |   |
| where my name is not in the To box             |   |
| sent to people or public group                 |   |
| with <u>specific words</u> in the body         |   |
| with specific words in the subject or body     |   |
| with specific words in the message header      |   |
| with specific words in the recipient's address |   |
| with specific words in the sender's address    |   |
| assigned to <u>category</u> category           | ~ |

Step 2: Edit the rule description (click an underlined value)

| Apply this rule after the message arrives<br>where my name is in the To or Cc box |                    |
|-----------------------------------------------------------------------------------|--------------------|
|                                                                                   |                    |
|                                                                                   |                    |
| Cancel < B                                                                        | Back Next > Finish |

5. Select "have server reply using a specific message", in Step 2 click on "a specific message"

| Rules Wizard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                           |                                                              | ,e ) in otep <u>-</u> o |        | × |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------|-------------------------|--------|---|
| What do you want<br>Step 1: Select actio                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | to do with the r<br>n(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ne                        | ssage?                                                       |                         |        |   |
| <ul> <li>move it to the second second</li></ul> | specified folder<br>category category<br>elete it<br>the <u>specified</u> for<br>cople or public<br>cople or publi | ior<br>gr<br>gr<br>ific   | y<br><sup>roup</sup><br>roup as an atta<br>roup<br>c message | chment                  |        | ^ |
| <ul> <li>play <u>a sound</u></li> <li>mark it as read</li> <li>stop processing</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | g more rules                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                                              |                         |        | ~ |
| Step 2: Edit the rule<br>Apply this rule aft<br>where my name is<br>have server reply                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | e description (c<br>er the message<br>s in the To or C<br>using <u>a specifi</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | lick<br>e a<br>c b<br>c n | c an underlined<br>rrives<br>box<br><u>nessage</u>           | value)                  |        |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Cancel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                           | < Back                                                       | Next >                  | Finish | 1 |

6. Type in your message details, a subject and body of the email, then click on "Save & Close" button

| 0]    |                     | ' ↑ ↓                   | ≂ "Add S        | ubject here' | ' - Messa         | ge (HTML)                               | Q                                 | D         | ×           |
|-------|---------------------|-------------------------|-----------------|--------------|-------------------|-----------------------------------------|-----------------------------------|-----------|-------------|
| File  | Message             | e Insert                | Options         | Format T     | ext Re            | view Help                               | Acrobat                           |           |             |
| Accor | unt Save &<br>Close | Paste<br>V<br>Clipboard | Basic<br>Text ~ | Names        | U<br>Include<br>~ | Attach File<br>via Link ~<br>Adobe Acro | Loop<br>Components<br>Collaborate | → Ta      | ,<br>,<br>, |
|       |                     | office26E@m             |                 | _            |                   |                                         |                                   |           |             |
| r     | То                  | оппсезозен              | landela.ac.z    | a            |                   |                                         |                                   |           |             |
| ŀ     | Cc                  |                         |                 |              |                   |                                         |                                   |           |             |
| Ŀ     | Bec                 |                         |                 |              |                   |                                         |                                   |           |             |
|       | Subject             | Email Confirr           | nation "Add     | l vour Subie | ct here"          |                                         | (?) N                             | o Label N |             |
| "Тур  | be your auto        | omated resp             | oonse ema       | ail here"    |                   |                                         | •                                 |           | ٦           |
|       |                     |                         |                 |              |                   |                                         |                                   |           |             |
|       |                     |                         |                 |              |                   |                                         |                                   |           | - 1         |
|       |                     |                         |                 |              |                   |                                         |                                   |           |             |
| ۹ 🗨   |                     |                         |                 |              |                   |                                         |                                   |           | Þ           |

7. Once message is saved click on Next

## Rules Wizard

 $\times$ 

What do you want to do with the message? Step 1: Select action(s) move it to the specified folder assign it to the <u>category</u> category 🗌 delete it permanently delete it move a copy to the <u>specified</u> folder forward it to people or public group forward it to people or public group as an attachment redirect it to people or public group have server reply using <u>a specific message</u> reply using a specific template flag message for follow up at this time clear the Message Flag clear message's categories mark it as importance print it play a sound mark it as read stop processing more rules

Step 2: Edit the rule description (click an underlined value)

| Apply this rule after the mess<br>where my name is in the To o<br>have server reply using Emai | age arrives<br>or Cc box<br>Confirmation "Add | l your Subject he | ere"   |
|------------------------------------------------------------------------------------------------|-----------------------------------------------|-------------------|--------|
|                                                                                                |                                               |                   |        |
| Cancel                                                                                         | < Back                                        | Next >            | Finish |

8. If you need to exclude anyone from this rule you follow step 8 by adding email addresses you wish to exclude, if not you can skip step 8. Click Next

| Rules Wizard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | × |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Are there any exceptions?<br>Step 1: Select exception(s) (if necessary)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |
| <ul> <li>except if from people or public group</li> <li>except if the subject contains specific words</li> <li>except through the specified account</li> <li>except if sent only to me</li> <li>except where my name is in the To box</li> <li>except if it is marked as importance</li> <li>except if it is marked as sensitivity</li> <li>except if it is flagged for action</li> <li>except where my name is in the Cc box</li> <li>except where my name is not in the To box</li> <li>except where my name is in the Cc box</li> <li>except if my name is in the To or Cc box</li> <li>except where my name is not in the To box</li> <li>except if sent to people or public group</li> <li>except if the subject or body contains specific words</li> <li>except if the subject or body contains specific words</li> <li>except with specific words in the recipient's address</li> <li>except with specific words in the sender's address</li> <li>except if assigned to category category</li> </ul> | ~ |
| Step 2: Edit the rule description (click an underlined value)<br>Apply this rule after the message arrives<br>where my name is in the To or Cc box<br>have server reply using Email Confirmation "Add your Subject here"<br>except if from people or public group                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |
| Cancel < Back Next > Finish                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | h |

9. Fill in your Rule name and click Finish, then click Finish.

| Rules Wizard                                                                                                                                                                                          | $\times$ |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Finish rule setup.                                                                                                                                                                                    |          |
|                                                                                                                                                                                                       |          |
| Step 1: Specify a name for this rule                                                                                                                                                                  |          |
| Email Confirmation                                                                                                                                                                                    |          |
|                                                                                                                                                                                                       |          |
| Step 2: Setup rule options                                                                                                                                                                            |          |
| Run this rule now on messages already in "Inbox"                                                                                                                                                      |          |
| Turn on this rule                                                                                                                                                                                     |          |
| Create this rule on all accounts                                                                                                                                                                      |          |
|                                                                                                                                                                                                       |          |
| Step 3: Review rule description (click an underlined value to edit)                                                                                                                                   |          |
| Apply this rule after the message arrives<br>where my name is in the To or Cc box<br>have server reply using <u>Email Confirmation "Add your Subject here"</u><br>except if from <u>test@test.com</u> |          |
| Cancel < Back Next > Finish                                                                                                                                                                           |          |

## 10. Rule is now created, Click Ok

| runco una / nerto | Rul | les | and | A | lerts | s |
|-------------------|-----|-----|-----|---|-------|---|
|-------------------|-----|-----|-----|---|-------|---|

| Email Rules Manage Alerts                                    |                                      |             |                |
|--------------------------------------------------------------|--------------------------------------|-------------|----------------|
| Mew Rule Change Rule ▼ B Copy X Delete ▲                     | <ul> <li><u>R</u>un Rules</li> </ul> | Now Options |                |
| Rule (applied in the order shown)                            | Actions                              |             | 450            |
| Email Confirmation                                           |                                      |             | Υ <del>δ</del> |
|                                                              |                                      |             |                |
|                                                              |                                      |             |                |
|                                                              |                                      |             |                |
|                                                              |                                      |             | $\sim$         |
| Rule description (click an underlined value to edit):        |                                      |             |                |
| Apply this rule after the message arrives                    |                                      |             |                |
| have server reply using Email Confirmation "Add your Subject | here"                                |             |                |
| except if from <u>test@test.com</u>                          |                                      |             |                |
|                                                              |                                      |             |                |
|                                                              |                                      |             |                |
| Enable rules on all messages downloaded from RSS Feeds       |                                      |             |                |
|                                                              |                                      |             |                |
|                                                              | ОК                                   | Cancel      | Apply          |

 $\times$