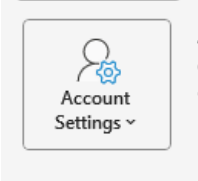

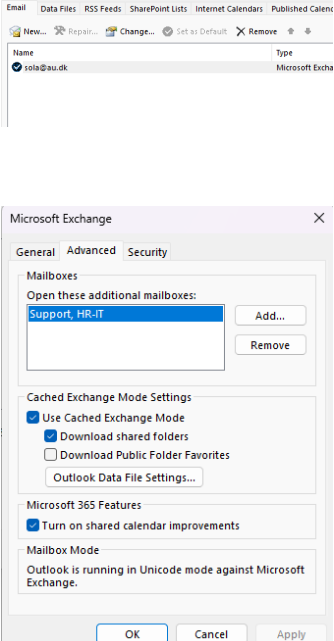


# Set up functional mailboxes

Before you can file from a functional mailbox, you need to ensure that the functional mailbox is properly connected to your Outlook.

This guide explains how to set up your functional mailbox so you can use WZFO or WZ365 to file from a functional mailbox.

To ensure that deleted emails from the functional mailbox are moved to the functional mailbox's Deleted Items folder, you must request the following policy from your local IT support: AU-Person\_Users\_OL2016-Shared-mailbox-deleted-items-fix

| Instruction                                | Explanation   | Navigation  |
|--|---|---|
| <p><b>Linking a Functional Mailbox</b></p> | <ul style="list-style-type: none"> <li>- Open Outlook</li> <li>- Select the "File" tab</li> <li>- Select "Account Settings"</li> <li>- Select "Account Settings" again</li> </ul> <p>You will now see a list of email addresses linked to Outlook. Only your personal email address should be listed.</p>   |    |
| <p><b>Remove Functional Mailboxes</b></p>  | <p>If functional mailboxes appear on the list, follow these steps:</p> <ul style="list-style-type: none"> <li>- Select the functional mailbox</li> <li>- Click "Remove"</li> <li>- Repeat until only your personal email address is listed</li> </ul>   |   |
| <p><b>Link the Functional Mailbox</b></p>  | <p>Now Link the Functional Mailbox to Your Personal Email:</p> <ul style="list-style-type: none"> <li>- Select your personal email</li> <li>- Click "Change"</li> <li>- Click "More Settings"</li> <li>- Select the "Advanced" tab</li> <li>- Click "Add"</li> <li>- Add the desired functional mailboxes</li> <li>- Click "OK"</li> <li>- Click "OK" again</li> <li>- Restart Outlook</li> </ul> <p>You can now file from a functional mailbox in the same way as you file from a personal mailbox using WZFO or WZ365. Please note that filed emails will not display with a category in a functional mailbox when using WZ365.</p> |  |