OIT Self Service

Think of this as any online store with shopping carts and order history.
Standard Mailboxes

The standard user mailbox is a requirement for all users who are going to be utilizing email within an organization. These mailboxes require a license and a user name/password. Unlike shared mailboxes, these mailboxes are solely for emails that the assigned user receives or sends. The vast majority of organizations will provide individual mailboxes for its users, and only a few shared mailboxes for designated purposes (such as HR, Marketing, etc.).
Shared Mailboxes

Shared mailboxes make it easy for a specific group of people to monitor and send email from a common account.

A shared mailbox doesn't have its own user name and password. You can't log into a shared mailbox directly using Outlook, Outlook Web App, Exchange ActiveSync, Exchange Web Services (EWS), or any other Exchange protocol. You must first be granted permissions to the shared mailbox, and then you access it using Outlook or Outlook Web App. You don’t need to assign licenses to shared mailboxes, except when they are over their storage quota of 50 gigabytes (GB).
Log into OIT Self Service portal
https://oitselfservice.ucdenver.edu/
Request an email box by clicking “Details” so you can see the description. In the description is a link “contact” which will open the mailing list for Constituent Services if the requester has further questions.
“Request” the mailbox while taking a moment to view the policy. **Disclaimer:** If you request for "Others" then the “Others” will get the email notification when it is created and the requester will not get the confirmation email.
Fill and submit form

Request Email Box

- Owner Information
  - First Name: Sean
  - Last Name: Prysock
  - Username: prysocks
  - Email Address: SEAN.PRYSOCK@UCDENVER.EDU
  - Phone Number: null
  - Department: Admin - Office of Information Technology
  - Emergency Phone Number: 3033155915

- MailBox Resource Details
  - User Principal Name: SEAN.PRYSOCK@UCDENVER.EDU
  - Desired Email Address: selfservice.training@ucdenver.edu
  - Desired Display Name: OIT Self Service Training
Requisition submitted successfully

**Order #1831**

**Deliver to:** Sean (prysocks)

### Request Email Box

A Shared Mailbox is a mailbox that multiple users can access to read and send email messages. Shared mailboxes can provide a common calendar, allowing multiple users to schedule and view vacation time, etc. Set up or manage existing email boxes.

### ORDER SUMMARY

<table>
<thead>
<tr>
<th>Requisition</th>
<th>Requisition Number: 1831</th>
<th>Status: Ongoing</th>
<th>Customer: Sean Prysock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer E-Mail:</td>
<td><a href="mailto:SEAN.PRYSOCK@UCDENVER.EDU">SEAN.PRYSOCK@UCDENVER.EDU</a></td>
<td>Initiator: Sean Prysock</td>
<td></td>
</tr>
<tr>
<td>Customer Work Phone:</td>
<td></td>
<td>Created Date: 10/31/2018</td>
<td></td>
</tr>
<tr>
<td>Organizational Unit:</td>
<td>Admin - Office of Information Technology</td>
<td>Submit Date: 10/31/2018</td>
<td></td>
</tr>
</tbody>
</table>

#### Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Service Level Description</th>
<th>Standard Duration</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Email Box</td>
<td>Ongoing</td>
<td>Please Note: Ongoing</td>
<td>8 hours</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

* Standard Duration applies to delivery after any required authorizations have been completed.

**Total Cost:** $0.00

### Delivery Process

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Due Date</th>
<th>Completed On</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery project for Request Email Box</td>
<td>11/01/2018 4:20 PM</td>
<td>In Progress</td>
<td></td>
</tr>
</tbody>
</table>
Where is the mailbox? It has been 30 minutes!

* SLA is 8 hours but orders are normally processed within an hour
"Request Email Box" Service Request completed

Dear Prysock,

Your request is complete:

Email Box Address: selfservice.training@ucdenver.edu

You can manage your Email Box (add permissions) by accessing Self Service Portal here and follow this documentation here.

To add this resource mailbox to your Outlook profile:

For Windows PCs here

For Mac's here
Adding permissions to the mailbox:

*Service Items > Click cog > Permission*
I can’t enter a username!

*Click* | Select |
Add Recipient

Search for Recipient

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone Number</th>
<th>Username</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bunty Thao</td>
<td>BUNTY <a href="mailto:THAO@UCDENVER.EDU">THAO@UCDENVER.EDU</a></td>
<td></td>
<td>thaobu</td>
</tr>
<tr>
<td>Bunty Thao</td>
<td><a href="mailto:thaobuea@ucdenver.edu">thaobuea@ucdenver.edu</a></td>
<td></td>
<td>thaobuea</td>
</tr>
</tbody>
</table>

Add Selected Recipient

Requisition submitted successfully

Order #1833

Deliver to: Sean Prysock (prysocks)

Email Box Permission

ORDER SUMMARY
**Order Summary – note the Due Date**

*Actually took > 30 minutes*

### Order Summary

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<tr>
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<tr>
<td>Organizational Unit:</td>
<td>Admin - Office of Information Technology</td>
</tr>
<tr>
<td>Status:</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Initiator:</td>
<td>Sean Prysock</td>
</tr>
<tr>
<td>Created Date:</td>
<td>11/01/2018</td>
</tr>
<tr>
<td>Submit Date:</td>
<td>11/01/2018</td>
</tr>
<tr>
<td>Closed Date:</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>Name</th>
<th>Status</th>
<th>Service Level Description</th>
<th>Standard Duration</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Box Permission</td>
<td>Ongoing</td>
<td></td>
<td>Not Defined</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

*Standard Duration applies to delivery after any required authorizations have been completed.*

### Delivery Process

<table>
<thead>
<tr>
<th>Process Milestone</th>
<th>Due Date</th>
<th>Completed On</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery project for Email Box Permission</td>
<td>11/01/2018 11:00 AM</td>
<td></td>
<td>In Progress</td>
</tr>
</tbody>
</table>
"Email Box Permission" Service Request completed

Dear Sean Pryseck,

Your request is complete.

Email Box Address: selfservice-training@ucdenver.edu

User Email: BUNTY.THAO@UCDENVER.EDU

You can manage your Email Box Permission (add, remove) by accessing Self Service Portal here.

If you have any questions, please contact the OIT Constituent Services Team at ucd-oit-constituent-services@ucdenver.edu

Thank you,

Constituent Services Team
Office of Information Technology
University of Colorado Denver | Anschutz Medical Campus
Conclusion

• No O365 license needed unless the inbox needs more than 50GB storage.
• Shared mailboxes have no Active Directory object, username, or password but are searchable in the Global Address List.
• You can add resources to the shared mailbox, e.g., security groups, members, permissions...
• Shared mailboxes auto map.
• Can be permissioned via OIT Self Service portal.

Still have questions? Contact the CU Denver | Anschutz Medical Campus OIT Service Desk: Call 303.724.4357 (4-HELP from a campus phone), Chat at oitsupport.ucdenver.edu or Open a Ticket at http://4help.oit.ucdenver.edu.