



Manage your email

Working with Role Mailboxes

Every member of the University gets a personal email address and associated mailbox. This means that individuals can use their mailbox for work purposes (with a small amount of private use allowed). However, this method of working often causes problems when the person leaves or changes role as their mailbox will most likely contain email pertinent to their job that will need handing over to someone else. Furthermore, if someone is away for a prolonged period, it is difficult for others to deal with any important work related emails that might arrive.

Instead ISS can setup a special role mailbox (and email address) for any roles that individuals might fulfil. In this way, we can then assign a person (or persons) access to a specific role mailbox and it is much easier to then pass the role on.

Please read the sections below for advice on how to effectively use and manage role mailboxes:

- Requesting a new role mailbox
- Accessing a role mailbox
- Controlling access to a role mailbox
- Where to get more help

Requesting a new role mailbox

To request a new role mailbox complete our online form at:

<https://www.essex.ac.uk/it/groups-lists/delegated/>

Accessing a role mailbox

You can access a role mailbox through Outlook 2010 or Webmail:

Outlook 2010

Although earlier versions of Outlook can be used to access role mailboxes, Outlook 2010 is recommended as it uses the role mailboxes Sent Items folder rather than the users.

1. In Outlook click **File > Add Account**.
2. Enter the role mailboxes **Email Address** e.g. rolemailbox@essex.ac.uk.
3. Leave the password fields blank and click **Next**.
4. After a short moment you should see three green ticks indicating that your email account is successfully configured. Choose **Finish**.
5. Accept the prompt and **restart Outlook** for the new account to appear.

Webmail

Role mailboxes can be accessed from Webmail either Directly or Indirectly:

- Directly
 1. Visit <http://email.essex.ac.uk/role-mailbox@essex.ac.uk> (changing role-mailbox for the actual role mailbox name e.g. issoff@essex.ac.uk).
 2. Enter your own login name and password before clicking **Sign in**.

- Indirectly
 1. Visit <http://email.essex.ac.uk> and enter your own login name and password before clicking **Sign in**
 2. Click on your name in the top right hand corner and then enter the role mailbox email address and click **Open...**

Controlling access to a role mailbox

Controlling access to a role mailbox can now be done online at: <https://www.essex.ac.uk/it/groups-lists/delegated/>.

Training sessions

The use of Role Mailboxes is covered in the Intermediate Outlook course offered by IT Training. For more information visit <https://www.essex.ac.uk/it/training/courses/outlook.aspx>.

Need help?

Something not working? Can't find the answer you are looking for? Get help from the [IT Helpdesk](#).