

Shared Account Assessment

December 4, 2022



Technology Services is performing an assessment of Shared Mailbox Accounts. Some shared mailbox accounts are being treated as distribution groups, while others are treated as a shared user accounts to log into devices. This assessment is needed to verify licenses required for email. Ideally, it would be best to have shared mailbox accounts added to your Outlook client for ease of use, however before this is done, we need to determine how the account is being used.

If this shared mailbox is being accessed via Outlook Web Access (exchange.santecooper.com) after the email migration is complete on December 4, 2022, you may be unable to access the mailbox if we have not received your questionnaire and applied the appropriate license. If you need immediate access to the shared mailbox after email migration, please complete the questionnaire and notify the Technology Service Desk by emailing servicedesk@santecooper.com.

Here is the plan and items needed from you:

- The Technology Service Desk (TSD) is sending an email to all shared mailboxes. The email will include a questionnaire regarding shared mailboxes.
- The questionnaire requests information regarding purpose of the mailbox, key contact, those needing access, how the account is accessed and more.
- At least one representative of the shared mailbox, needs to **complete the questionnaire by December 13, 2022. However, we prefer this is completed as soon as possible.**
- A questionnaire needs to be completed for each shared mailbox that you may have access to/owner of.
- Here is a link to questionnaire, if you don't see or get the email in the shared mailbox- <https://forms.office.com/g/mmEZTbeLPW>.
- Technology Services will review the results for each shared mailbox and determine how to proceed. Technology Services will contact the Key Contact Person to let them know the plans for their shared mailbox account.
- The goal is to have the assessment and shared mailbox account created in the Outlook client, where possible, by January 13, 2023.

Reminders:

- Shared mailboxes will no longer be accessible from OWA (exchange.santecooper.com) unless they have a network password.
- Shared mailboxes without a network password will always need to be accessed from a Santee Cooper device, while on Santee Cooper network because MFA is not setup for shared accounts.