

GROUP MAILBOXES

Creation and control over group mailboxes is done through the same Account List interface as described throughout the Managing User Accounts section. These Group Mailboxes allow admins to designate a user account as a group and give other users permission to access it for sending and receiving messages. Creation and how to use these group mailboxes is described below.

Creating a Group Mailbox

Admins can create a group mailbox in the same way as they create and manage regular users via the Admin interface's Account List view with the addition of the new Account Sharing tab. This tab will appear when adding or editing any user and will look like this:

Edit Account

Account Details

Account Sharing

Email Address*

kmusermember@dm.com

User Name

kmusermember@dm.com

When switching to this tab it is likely that it will be empty initially and look like this:

Edit Account

Account Details

Account Sharing

Accounts That Can Impersonate This Account

Search and Add Account

Accounts That This Account Can Impersonate

Search and Add Account

It is important that when using this Group Mailbox feature that you designate (or create) user accounts who will be used as the Group Mailboxes for your company as any user account can be turned into or added to a Group Mailbox using this feature. The two options shown above on the Account Sharing tab control this and are described below:

Accounts That Can Impersonate This Account

- This option allows admins to designate the user that is being created or edited as a Group Mailbox and any users added here will be able to use this user's mailbox for sending and receiving messages.

Accounts That This Account Can Impersonate

- This option allows admins to add the user that is being created or edited to a Group Mailbox where they can then use that Group Mailbox for sending and receiving messages.

The steps below describe designating a Group Mailbox owner/user and adding a member to the mailbox.

1. Sign in to the platform as an administrator.
2. Access the Admin area.
3. Select Account List
4. Either create a new account by clicking the + Create Account button or edit an existing account for it to be a Group Mailbox for your company.
 - a. Below is an example of a user who is a Group Mailbox owner.

Email Address*

kmusergroupowner@dm.com

User Name

kmusergroupowner@dm.com

First Name*

kmuser

Last Name*

groupowner

Display Name

kmuser groupowner

5. On the Create Account or Edit Account pop up view, select the Account Sharing tab.
6. Under the Accounts That Can Impersonate This Account section search for and add a member to the Group Mailbox.

Accounts That Can Impersonate This Account

Search and Add Account

kmuser member

kmuser member

kmusermember@dm.com

7. You can search for and add more users or click save to finish adding members to the Group Mailbox.

Account Details

Accounts That Can Impersonate This Account

Search and Add Account



kmuser member
 kmusermember@dm.com



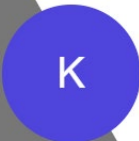
Save

NOTE: You can also remove members from a Group Mailbox by simply clicking the  and then clicking the Save button.

With a Group Mailbox in place and a member added to it you can begin using the mailbox. How this is done is discussed in the section below.

Using a Group Mailbox

Using a Group Mailbox as a member of one is relatively easy to do and can be done at any time from the main view of the Secure Message Center web portal. To be specific within a user's account information there will be an option called Switch Account when they are a member of a Group Mailbox. This will look something like this:



kmuser member
 kmusermember@dm.com
 Member Since Apr 22, 2025

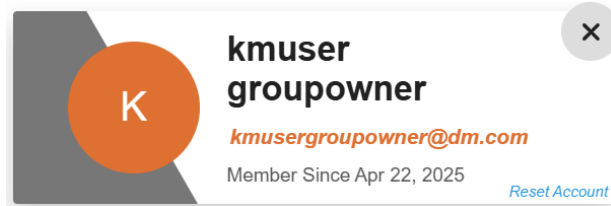
Switch Account



kmuser groupowner
 kmusergroupowner@dm.com

When a user clicks on this Switch Account link they will access the Group Mailbox user and can then send and receive messages using that mailbox.

NOTE: If a user is a member of multiple Group Mailboxes they will see all of them when they click the Switch Account link above.



NOTE: A user can return to their regular mailbox by clicking the Reset Account link that appears under the account information of the Group Mailbox they are accessing.

Now that the user is accessing the Group Mailbox when they compose and send a message it will be from that Group Mailbox's address.

Message From Member of Group Mailbox

 kmuser groupowner
kmusergroupowner@dm.com

To kmuser@dm.com

This is a test

NOTE: Any replies to messages sent by a Group Mailbox will only be sent back to that Group Mailbox address. A member of the Group Mailbox must click the Switch Account link under their account information to view any replies.