

How to Designate an Individual to Manage a Shared Mailbox or Distribution List

https://campus.barracuda.com/doc/99617214/

Disclaimer

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Note that this article only applies for Microsoft Exchange 2016 and newer and Office 365.

Customers can designate an individual to manage quarantine emails sent to shared mailboxes by using mail flow rules within Exchange.

With the temporary passcode feature and a mail flow rule, customers can reroute emails from certain shared mailboxes or distribution groups to designated individual(s). The designated individual(s) are responsible for logging in and releasing any quarantined emails. These emails are then delivered to the shared mailbox or distribution group where users can then access it.

Step 1. Enable Temporary Passcode Feature

To get started, enable the temporary passcode feature in Email Gateway Defense.

Step 2. Create a Mail Flow Rule

Important

The screenshot below is taken from Office 365. Although the on-premise user interface might look different, the steps and conditions are the same. Refer to Microsoft documentation for configuration details.

- 1. Log into the Microsoft 365 admin center https://admin.exchange.microsoft.com/.
- 2. In the left pane, click **Mail flow > rules**.
- 3. Click Add a rule.
- 4. Select Create a new rule.
- 5. In the **new rule** page, enter a **Name** to represent the rule. For example, *Shared mailbox redirect (sales@contoso.com)*.
- 6. Under **Apply this if**, select **The recipient > is this person** and then select the specific



shared mailbox or distribution group.

- **Note:** If you have multiple shared mailboxes managed by the same individual(s), you can add those additional mailboxes under a single rule.
- 7. Click the + to add a new condition.
- 8. From the drop-down menu, select **The sender > is this person** and then enter *noreply@barracuda.com*.
- 9. Click **Save**.
- 10. Click the + to add a new condition.
- 11. From the drop-down menu, select **The subject or body > subject matches these text patterns**. Depending on your specific use case, enter one or both of these subject lines:
 - Your temporary Email Gateway Defense passcode
 - Barracuda Networks' Email Gateway Defense Quarantine Notification
- 12. (Optional) Under Do the following, click the + to add a new condition. Select Prepend the subject of the message with > specified prefix and then enter the name of the shared mailbox or distribution group in square brackets ([]), followed by a space. This will help identify the email with the correct shared mailbox or distribution group.

Note: This is an optional step and is not required. To omit prepending the subject, skip this step and move on to the next step 13.

13. Under Do the following, click the + to add a new condition. Select Redirect the message to > these recipients and then select the designated individual(s).



· · · · · · · · · · · · · · · · · · ·	r transport rule		
Name *			
Shared mailbox redirect (sec_gro	pup_test)		
Apply this rule if *			
The recipient	✓ is this person ✓	+	Ê.
The recipient is		0	
And			
The sender	V is this person V		
The sender is 'noreply@barracuda	a.com'	0	
And			
The subject or body	\sim subject matches these text patterns \sim	Û	
The subject matches these text pa	atterns vay Defense Quarantine Notification' or 'Your temporary Emai	0	
Barracuda Networks' Email Gatew Gateway Defense passcode'			
Barracuda Networks' Email Gatew Gateway Defense passcode' Do the following *			
Barracuda Networks' Email Gatew Gateway Defense passcode' Do the following * Prepend the subject of the mess	sage w 🗸 specified prefix 🗸	+	Û
Barracuda Networks' Email Gatew Gateway Defense passcode' Do the following * Prepend the subject of the message Prepend the subject of the message	sage w > specified prefix > ge with "[sec_group_test] '	+	
Barracuda Networks' Email Gatew Gateway Defense passcode' Do the following * Prepend the subject of the messag Prepend the subject of the messag	sage w V specified prefix V	+	Î

- 14. Click Next, and click Next again.
- 15. Review the settings, and then click **Finish**.
- 16. Note that the rule is disabled by default. Enable the rule and ensure that the newly created mail flow will not be impacted by any existing rules. To ensure that the rule is always checked, move it to the top of the priority list if necessary.

Email Gateway Defense



Figures

1. sharedMailboxRule.png

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