

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).

Set rule conditions

Name and set conditions for your transport rule

Name *

Shared mailbox redirect (sec_group_test)

Apply this rule if *

The recipient is this person

The recipient is [redacted]

And

The sender is this person

The sender is 'noreply@barracuda.com'

And

The subject or body matches these text patterns

The subject matches these text patterns
'Barracuda Networks' Email Gateway Defense Quarantine Notification' or 'Your temporary Email Gateway Defense passcode'

Do the following *

Prepend the subject of the message with specified prefix

Prepend the subject of the message with '[sec_group_test]'

And

Redirect the message to these recipients

Redirect the message to [redacted]

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.

Figures

1. sharedMailboxRule.png

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