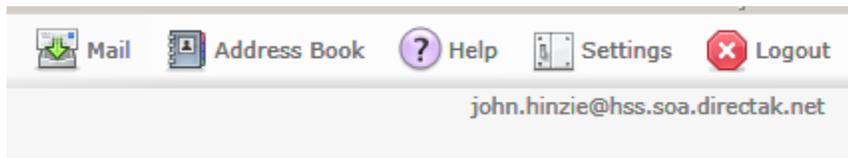To use Inpriva DSM as a multi user mailbox you either would have a mailbox created, or use one that was migrated from the old DSM. This example uses my mailbox, but typically multi user mailboxes look more like this address: OCS.SpecialityCases.hss.soa.directak.net

Once in the multi user mailbox, go to the upper right tool bar, and to SETTINGS

This takes you OUT of the mailbox, and into the settings dialog tabs, to return, simple select the toolbar MAILBOX icon.


The way Inpriva handles multi users, is to add each person manually, to the IDENTITIES tab, so that when one of these users is in the mailbox, and chooses to send mail, or reply to mail, they can select themselves as the sender/replier.

A mailbox will have a single identity associated with it by default, then you add more with the PLUS (+) button found Way down at the bottom of the identities column.
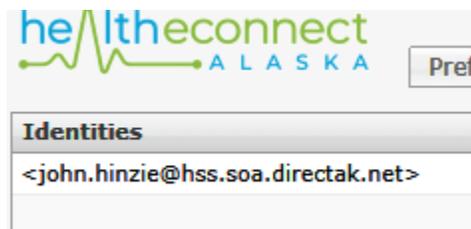
When you setup an identity for the multi user mailbox, the mailboxes default address goes out to identify the source mailbox, and cannot be changed. The Reply-To line is so you can have replies to your sent mail sent to a secondary address as well as the default inbox. Sort of a "copy to" another mailbox. THIS IS OPTIONAL, nothing must be put here.
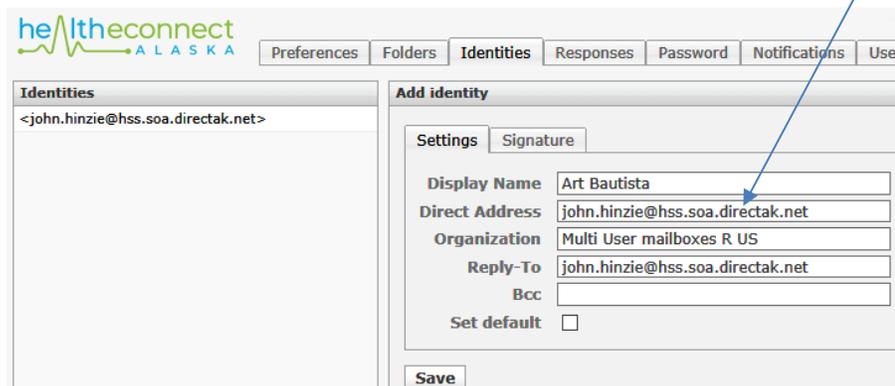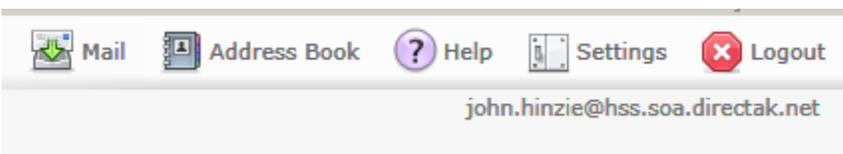
Here I have added a bunch of identities to my mailbox, as an example of a typical multi user workgroup mailbox. Each time you add an Identity, push the SAVE button, and if you want another, go back to the PLUS button at the bottom of the column to add more.
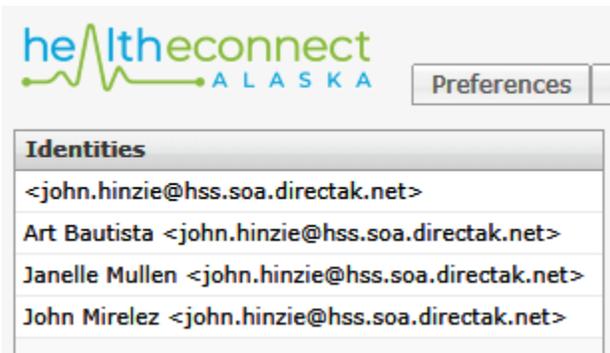

(Remember the Reply-To Line is Optional)

Now return to the mailbox Icon on the upper right, and click on the MAIL icon

When you create a new message, now you can select YOUR IDENTITY, prior to sending or replying.

As you can see, I have a new message, and can now select an identity to user prior to sending. You are ready to use your multi user mailbox. Its email address remains the same, (in this sample case, John.Hinzie@hss.soa.direct.ak.net. You will not use your personal mailbox as a multi user, those will either exist from the old DSM or will be created for you, and then you as a work group, populate the identities. Your mail box may be, and have an address like OCS.SpecialityCases.hss.soa.directak.net or similar.
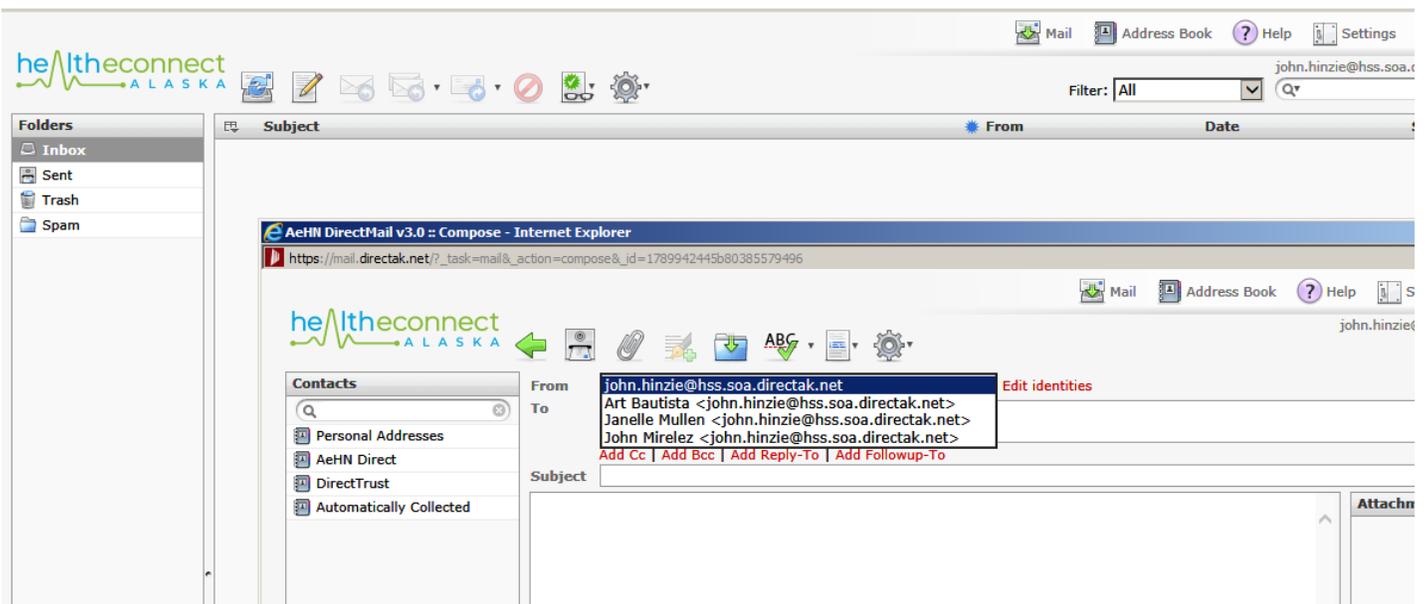
As an aside, and certainly not mandatory, It looks like (as an additional setup), you can add a "you've got mail" <u>sound</u> to a mailbox. When in Settings, go to the Preferences Tab, then click on the left, on Mailbox View.

The options seem to allow for a Browser or Desktop notification, but those don't seem to work in our system. Remember to push the SAVE button. Sound worked on mine.
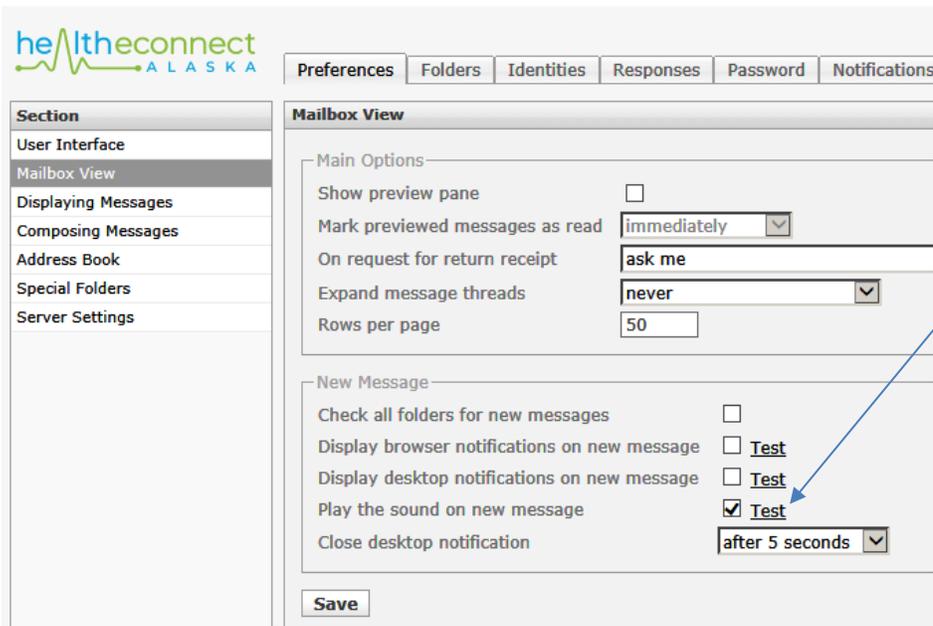
Also in Preferences Tab, by selecting "Composing Messages" you will find a Spell check section, mid page, not selected by default. You may try this out if you wish, we have not tested this extra functionality.