

## Set an automatic reply on an Office 365 shared mailbox

If you wish to set an automatic reply on an Office 365 shared mailbox – to provide information or as an out-of-office message – you must currently do so through the Outlook Web App (OWA).

Open a web browser, go to <http://portal.office.com/> and log in, click on the avatar (blank head, or picture) at the top right. Select “Open another mailbox” from the dropdown.

In the shared mailbox, go to the top right and click the gears icon. When you are signed in to the Office 365 OWA, click on the avatar (blank head, or picture) at the top right. Select “Open another mailbox” from the dropdown.

In the prompt that comes up, start typing the full name of the mailbox you wish to open, not the email name. For example, if the King Husky Association’s email is KHA@neu.edu, you must type in “King Husky Association.” If the name does not autofill, type it in and select “search contacts and directory” to find the mailbox.

Once you have selected the correct mailbox, click Open to be brought to a new window with the other mailbox.

Scroll through the menu on the left to the bottom and select “Other.” On the screen that appears, click “Go to the earlier version” to be redirected. (click to enlarge image)

We’re remodeling Options. If you can’t find an option, please go to the earlier version by visiting the following link.  
[Go to the earlier version](#)

In the earlier version, you should land on a page with shortcuts, the first of which should be “Set up an automatic reply message.” If you do not, go to the “organize email” section in the left menu, and then choose “automatic replies” from the top tabs.

Select the “Send automatic replies” button and set your automatic reply. Then click the Save button to finish.

If you wish to remove the automatic reply manually – instead of setting a time period, or before the set time period is up – simply follow these instructions again and select the “Don’t send automatic replies” button.

