Create a Departmental Mailbox

Navigation

Departmental mailboxes are capable of email, calendaring, and can be Unified Enabled. In this example, Departmental mailboxes are being created in the ButterflyScience/Departmental Mailboxes OU.

**Note:** Set the Recipient Scope to the desired OU or higher.

1. **Right-click Recipient Configuration and click New Mailbox.**

2. **Accept the default Mailbox Type: User Mailbox and click Next.**
3. Accept the default User Type: New User and click Next.

4. Select the Specify the organizational unit rather than using a default one and click Browse.
5. Navigate to your Departmental OU, for example: adsroot.itcs.umich.edu/UMICH/Exchange/ButterflyScience/Departmental Mailboxes OU.

6. Highlight the OU where the mailbox will be created.

**Note:** Departmental mailboxes are created within the sub OU named Departmental Mailboxes of the Departments OU.

7. Click **OK**.

![Select Organizational Unit]

8. Fill in the following listed values:
   - In the **Name** box, type the departmental name.
   - In both **User logon name** boxes, type the departmental uniqname.
   - Type a **password** that will allow access to the mailbox.

**Note:** Passwords must be at least 9 characters long and must contain 3 of the following items:
   - lowercase letter
   - upper case letter
   - number
   - non-alphanumeric character

⚠️ Do not select **User must change password at next log on**.

9. Click Next.

See the Example of a Departmental mailbox creation on the next page
Example: Departmental mailbox creation

10. Click **Next**.

11. Select the mailbox database to the correct mailbox size using only the mailbox database beginning with ITS- located at the top of the list.
Do not Use any mailbox database ending with (VMO). These are reserved for Voicemail only mailboxes and are only 10 MB.

12. Click **OK**.

13. Review the settings and then click **Next**.
14. Accept the default *Don’t create an archive*.

15. Click **Next**.

16. Review the Summary and then click **New**.
17. Wait for the mailbox creation to finish. A green checkmark displays next to Completed.

18. Click **Finish**.

19. 20. Find the new mailbox using the **Find** function or by creating a filter.

21. Right-click the new mailbox and click **Properties**.

22. Click the **Organization** tab.

23. In the Department box, type the Department OU name.

**Note:** The name typed in the Department field must match the Departmental OU name.

24. Click **Apply**.

**Note:** If the Departmental mailbox is to have Voicemail, then refer to [Enabling Unified Messaging](#).

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