

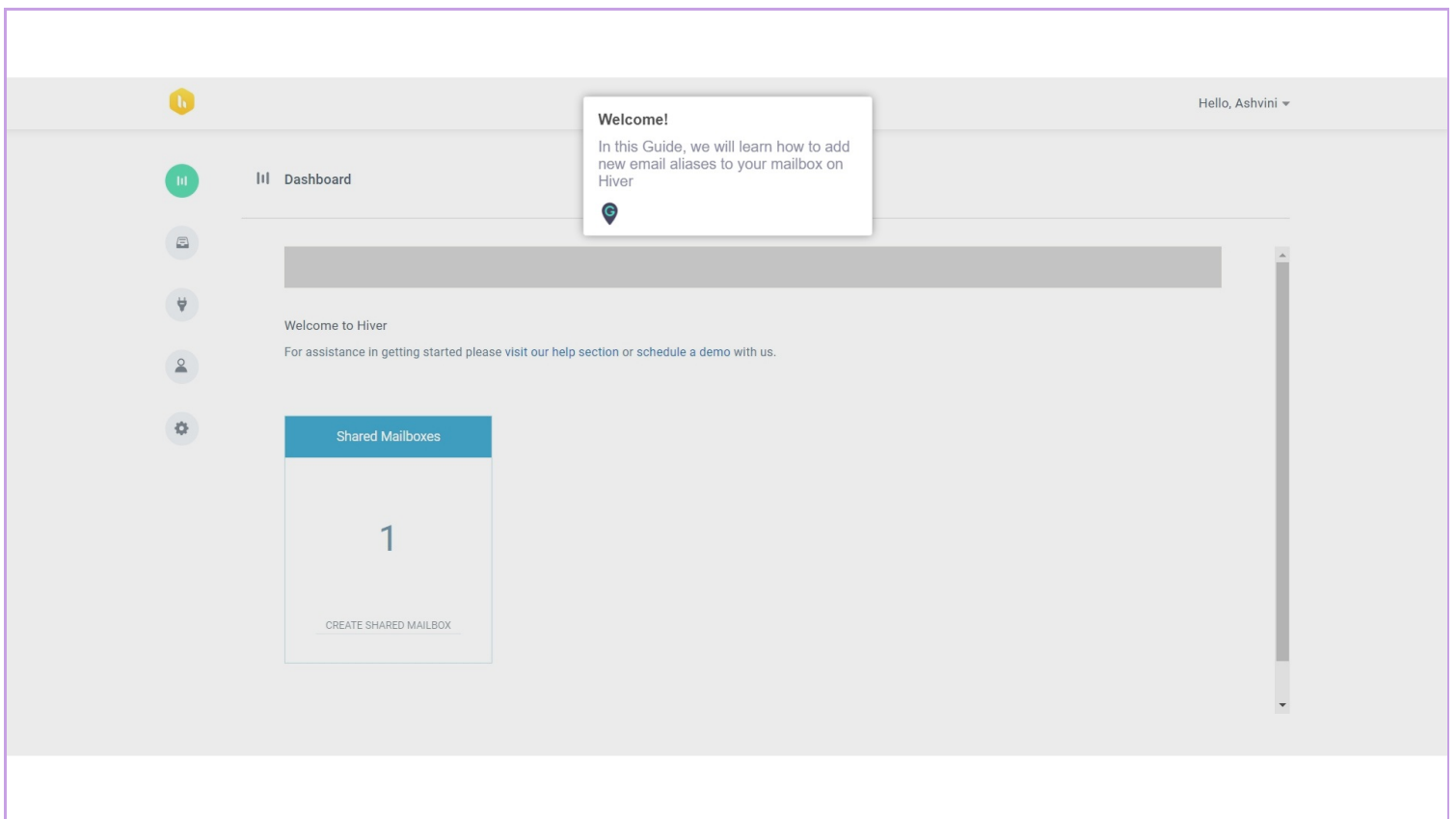


How to add new email aliases to your mailbox
on Hiver

Step: 01

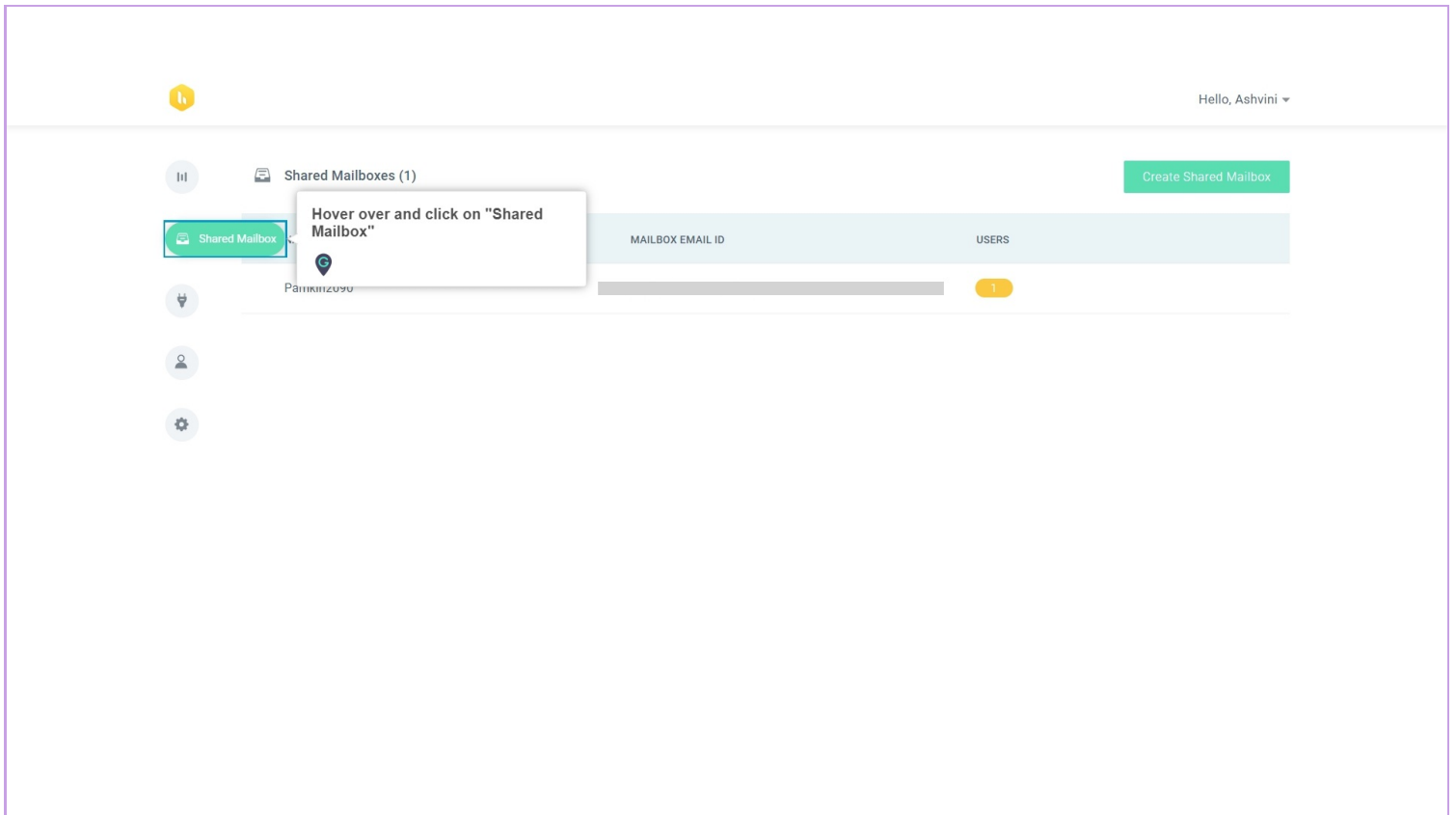
Welcome!

In this Guide, we will learn how to add new email aliases to your mailbox on Hiver



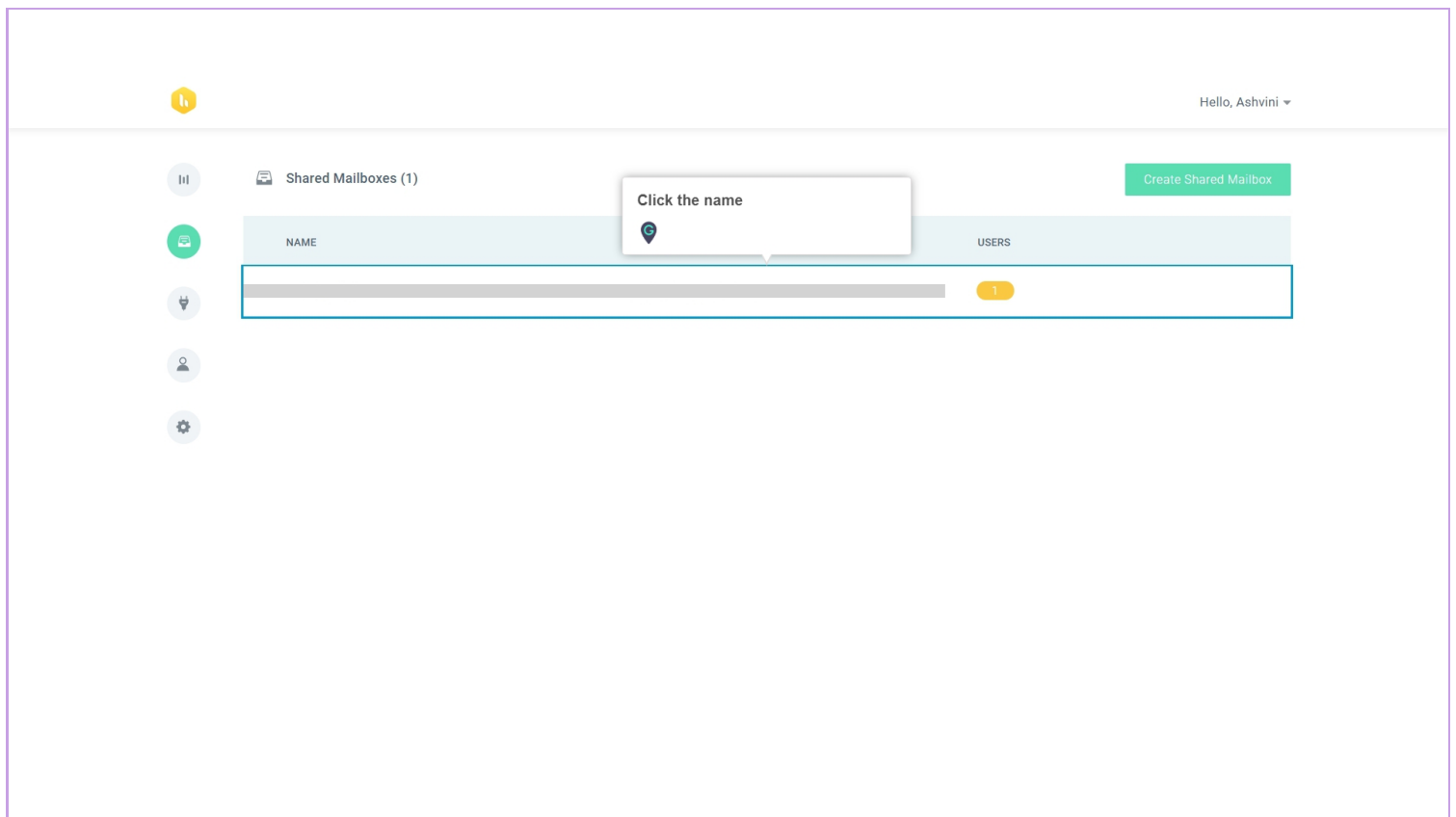
Step: 02

Hover over and click on "Shared Mailbox"



Step: 03

Click the name



Step: 04

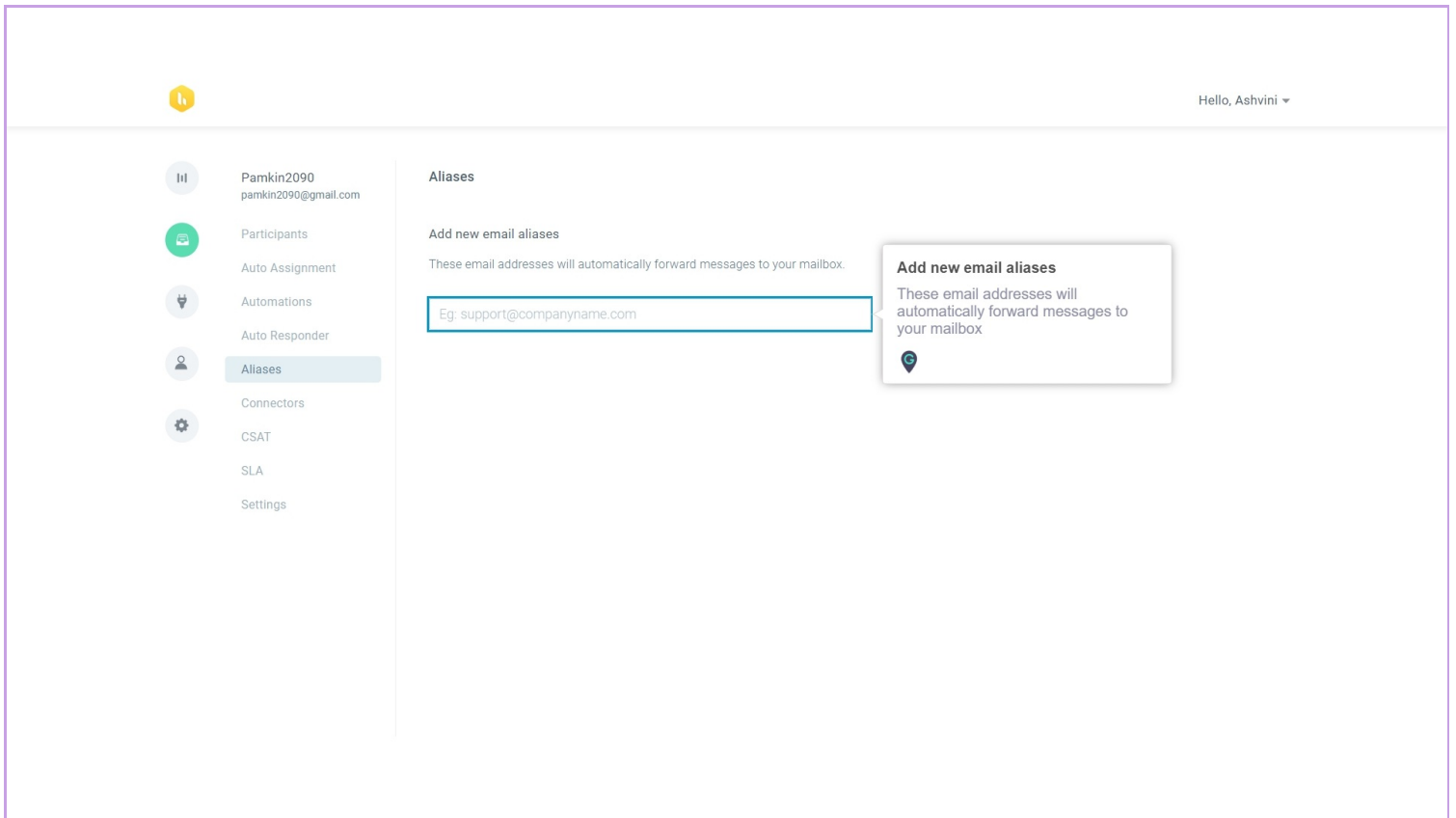
Click on "Aliases"

The screenshot displays a user management dashboard. On the left, a sidebar contains a list of menu items: Pamkin2090, Participants, Auto Assignment, Automations, Auto Responder, Aliases, Connectors, CSAT, SLA, and Settings. The 'Aliases' item is highlighted with a blue border. A callout box with a location pin icon and the text 'Click on "Aliases"' points to this item. The main content area shows a table titled 'Participants (01)' with columns for 'NAME' and 'EMAIL ID'. A single participant is listed with the name 'ashvini R'. An 'Add User' button is visible in the top right corner of the main area. The user's name 'Hello, Ashvini' is shown in the top right corner of the dashboard.

Step: 05

Add new email aliases

These email addresses will automatically forward messages to your mailbox



The screenshot shows a user interface for managing email aliases. On the left is a navigation menu with icons and labels: Pamkin2090 (pamkin2090@gmail.com), Participants, Auto Assignment, Automations, Auto Responder, Aliases (highlighted), Connectors, CSAT, SLA, and Settings. The main content area is titled "Aliases" and contains the heading "Add new email aliases" followed by the instruction "These email addresses will automatically forward messages to your mailbox." Below this is a text input field containing the example "Eg: support@companyname.com". A callout box on the right repeats the heading and instruction, accompanied by a location pin icon. The top right of the interface shows a user profile with the name "Hello, Ashvini" and a dropdown arrow.

Step: 06

Click on "Add"

The screenshot displays a user interface for managing email aliases. On the left, a sidebar contains navigation items: 'Pamkin2090', 'Participants', 'Auto Assignment', 'Automations', 'Auto Responder', 'Aliases' (highlighted), 'Connectors', 'CSAT', 'SLA', and 'Settings'. The main content area is titled 'Aliases' and includes the heading 'Add new email aliases' and the instruction 'These email addresses will automatically forward messages to your mailbox.' Below this is a text input field containing 'demo@xyz.com' and a green 'Add' button. A callout box with a location pin icon points to the 'Add' button, containing the text 'Click on "Add"'. The top right of the interface shows the user's name 'Hello, Ashvini'.

Step: 07

Email address added!

Hello, Ashvini ▾

Email address added!

Aliases

Add new email aliases

These email addresses will automatically forward messages to your mailbox.

Eg. support@companyname.com Add

Email Aliases

- demo@xyz.com

Email address added ×

Thank You!

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