

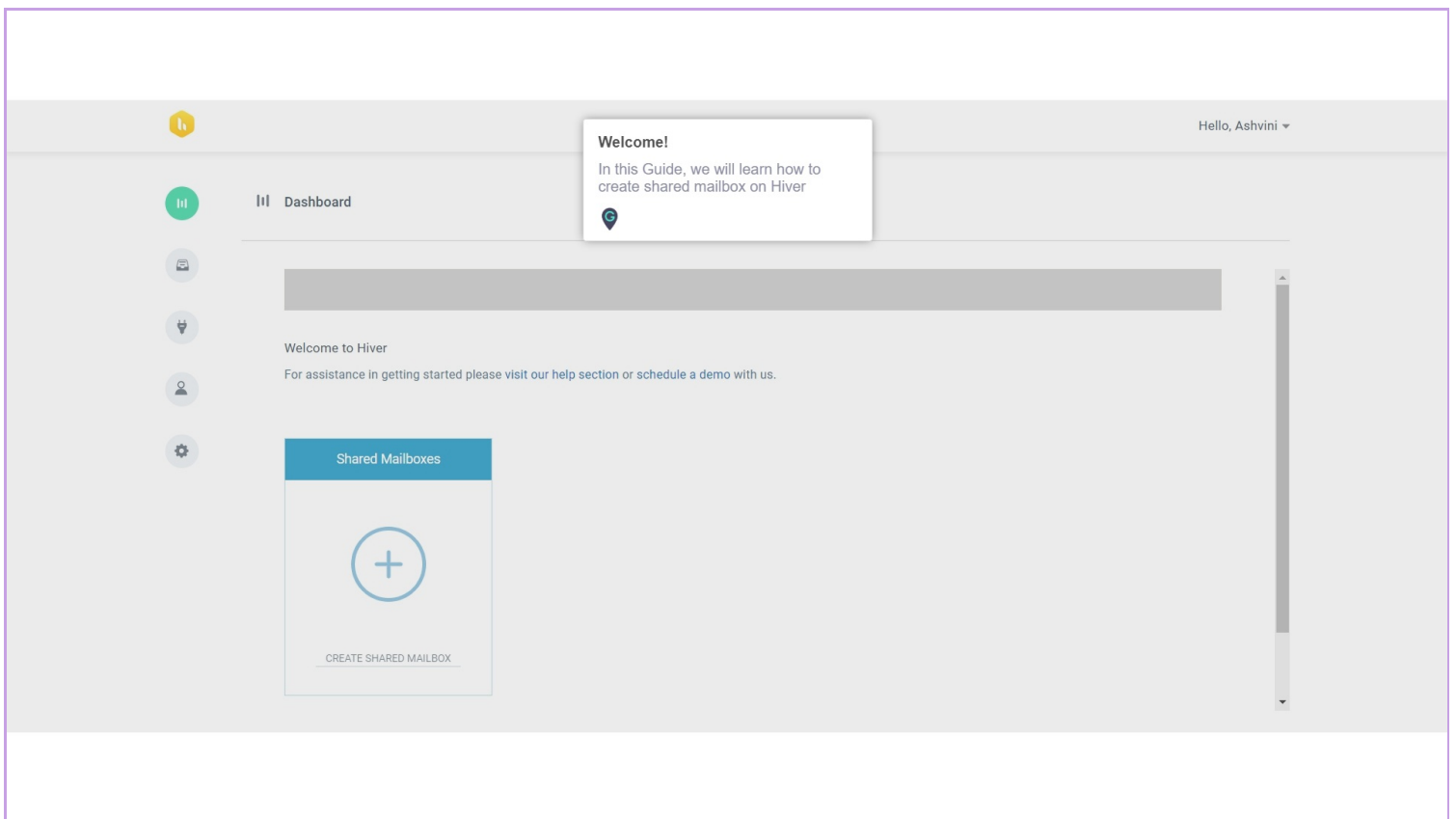


How to create shared mailbox on Hiver

# Step: 01

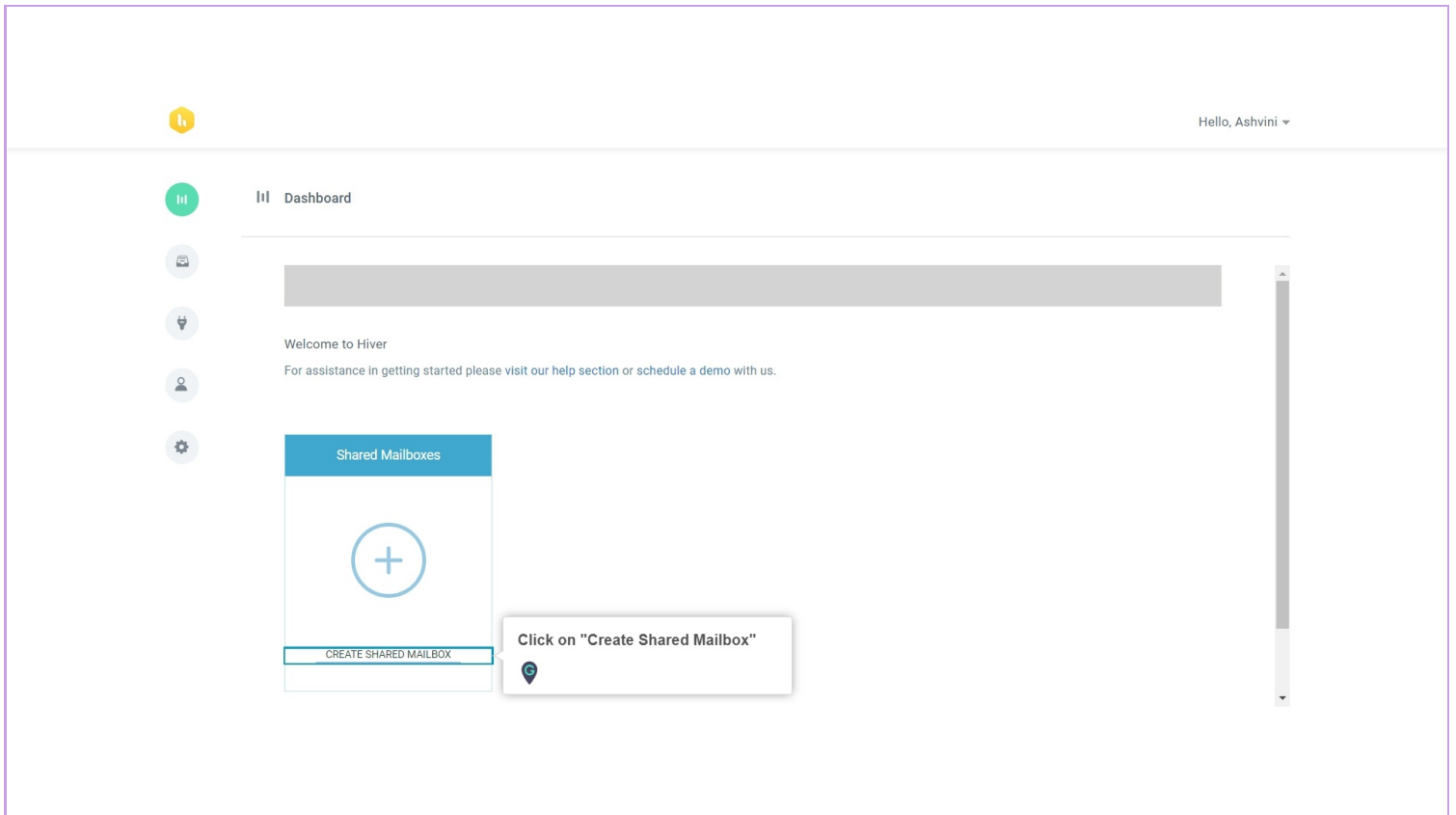
## Welcome!

In this Guide, we will learn how to create shared mailbox on Hiver



## Step: 02

Click on "Create Shared Mailbox"



## Step: 03

# Enter email address of shared mailbox

Emails sent to this email id will appear in the shared mailbox and will be accessible to your team

Hello, Ashvini

### Create Shared Mailbox

**Email Address of Shared Mailbox**  
Emails sent to this email id will appear in the shared mailbox and will be accessible to your team

eg: support@companyname.com

**Shared Mailbox Name**  
This name will appear in the Gmail left panel from where you and your team can access the shared mailbox

Eg: Customer Support

**Add Users**  
Users who will read and reply to shared emails

ashvini R x

I'll do this later Proceed

**Enter email address of shared mailbox**  
Emails sent to this email id will appear in the shared mailbox and will be accessible to your team

## Step: 04

# Value inside this field gets auto-populated

You can still edit this shared mailbox name if you want

**Create Shared Mailbox**

**Email Address of Shared Mailbox**  
Emails sent to this email id will appear in the shared mailbox and will be accessible to your team

**Shared Mailbox Name**  
This name will appear in the Gmail left panel from where you and your team can access the shared mailbox

**Add Users**  
Users who will read and reply to shared emails

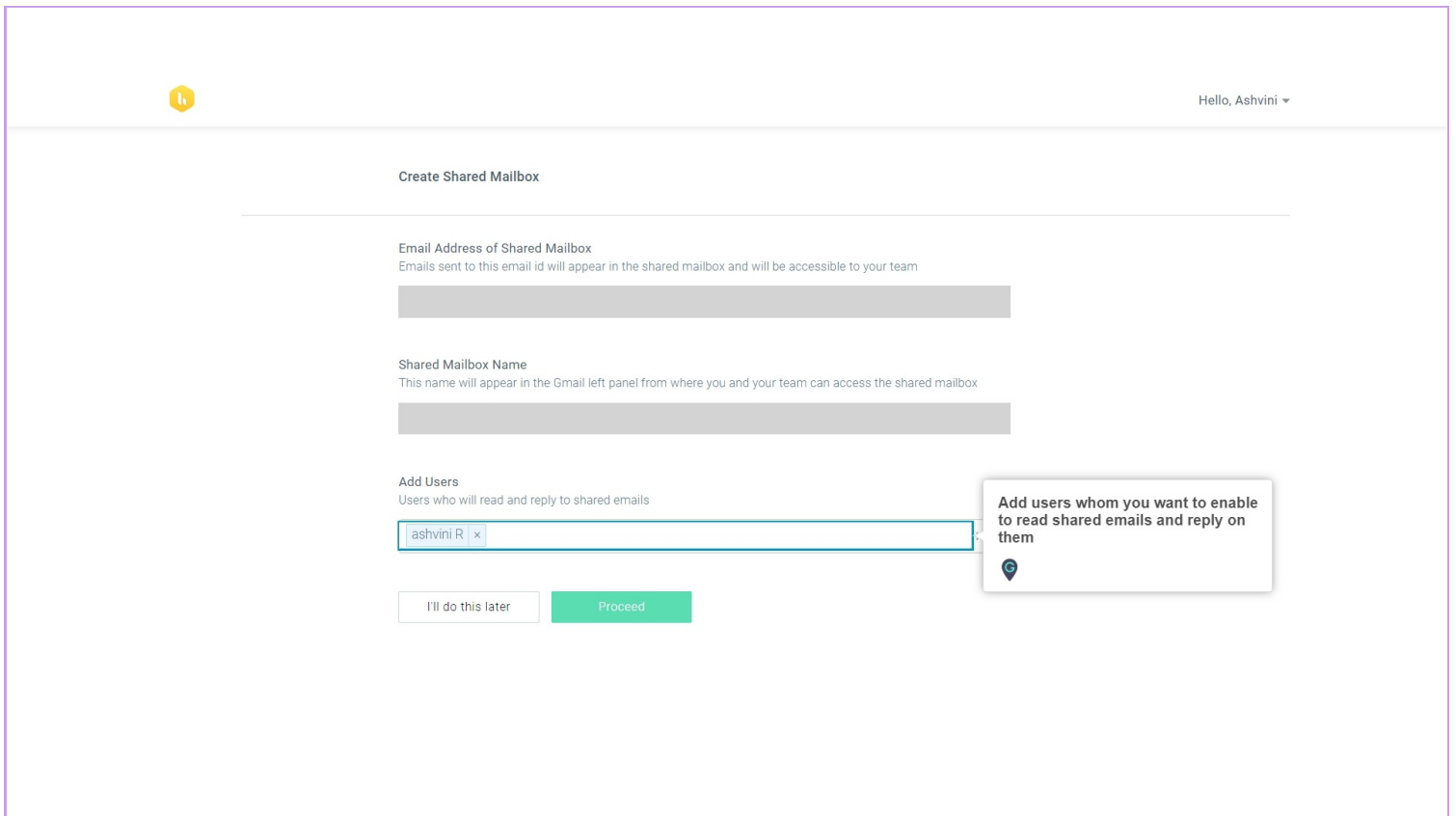
ashvini R x

I'll do this later Proceed

**Value inside this field gets auto-populated**  
You can still edit this shared mailbox name if you want

## Step: 05

Add users whom you want to enable to read shared emails and reply on them



**Create Shared Mailbox**

**Email Address of Shared Mailbox**  
Emails sent to this email id will appear in the shared mailbox and will be accessible to your team

**Shared Mailbox Name**  
This name will appear in the Gmail left panel from where you and your team can access the shared mailbox

**Add Users**  
Users who will read and reply to shared emails

ashvini R. x

I'll do this later Proceed

Add users whom you want to enable to read shared emails and reply on them

## Step: 06

Click on "Proceed"

The screenshot shows the 'Create Shared Mailbox' interface. At the top left is a yellow help icon, and at the top right is the user name 'Hello, Ashvini'. The main heading is 'Create Shared Mailbox'. Below this, there are three sections:

- Email Address of Shared Mailbox**: A text input field with a placeholder. Below it, a note states: 'Emails sent to this email id will appear in the shared mailbox and will be accessible to your team'.
- Shared Mailbox Name**: A text input field with a placeholder. Below it, a note states: 'This name will appear in the Gmail left panel from where you and your team can access the shared mailbox'.
- Add Users**: A section titled 'Users who will read and reply to shared emails'. It contains a dropdown menu with 'ashvini R' selected and a close button 'x'.

At the bottom, there are two buttons: 'I'll do this later' and 'Proceed'. A callout box with a location pin icon points to the 'Proceed' button, containing the text 'Click on "Proceed"'.

## Step: 07

# You are just one step away to create your shared mailbox!

You need to authenticate the setup of your account by choosing either of the two conditions and you are done here

Shared Mailbox Settings

**You are just one step away to create your shared mailbox!**  
You need to authenticate the setup of your account by choosing either of the two conditions and you are done here

**I HAVE A PASSWORD FOR THIS ACCOUNT**  
[Redacted] is Gsuite/Gmail account.  
All incoming mails to this id will be visible in your shared mailbox with all its users

OR

**I DO NOT HAVE A PASSWORD FOR THIS ACCOUNT**  
[Redacted] is a Group or an alias.  
[Redacted]

Sign in with Google

Verify Setup



# Thank You!

[myguide.org](http://myguide.org)