

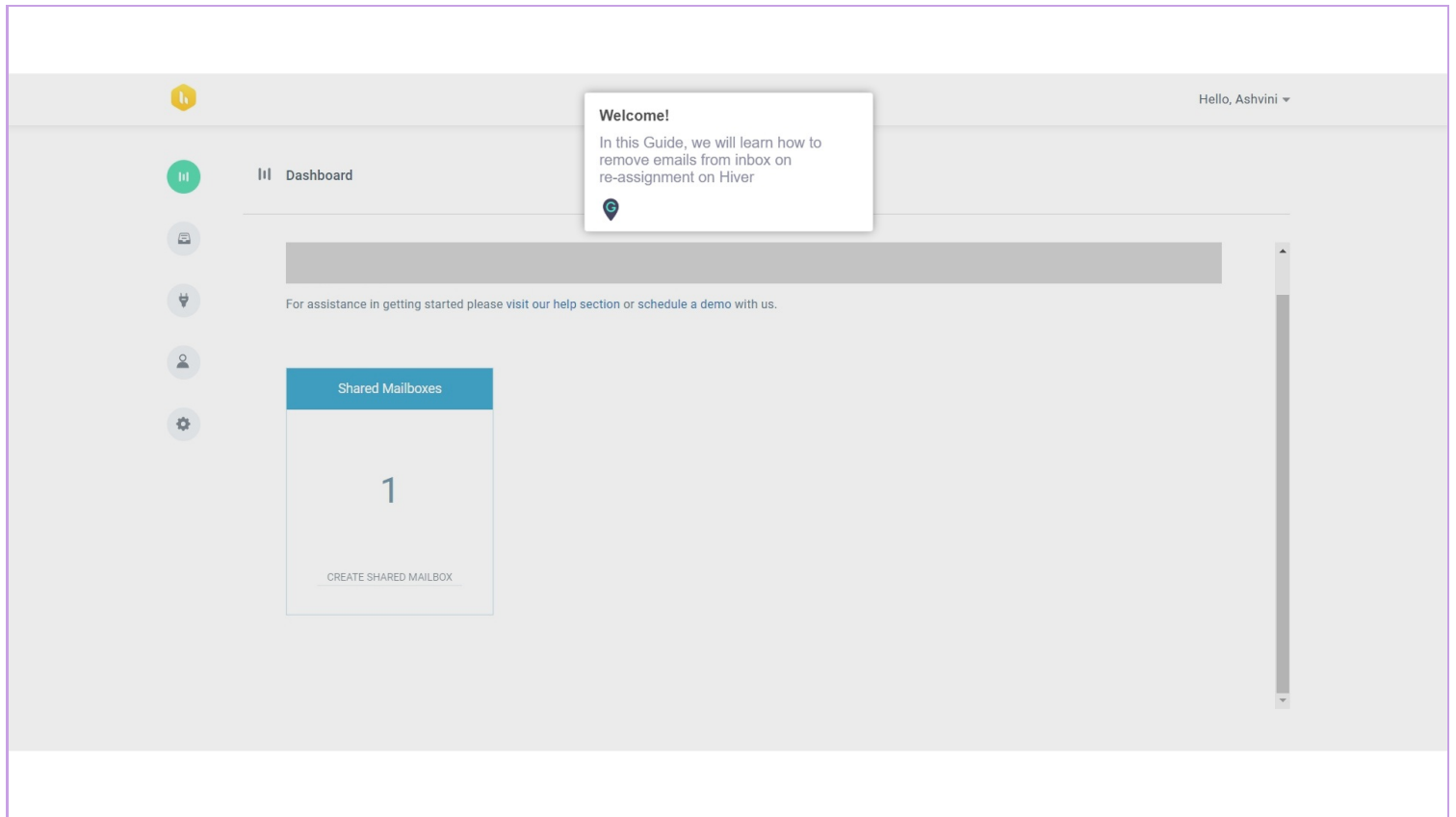


How to remove emails from inbox on re-assignment on Hiver

## Step: 01

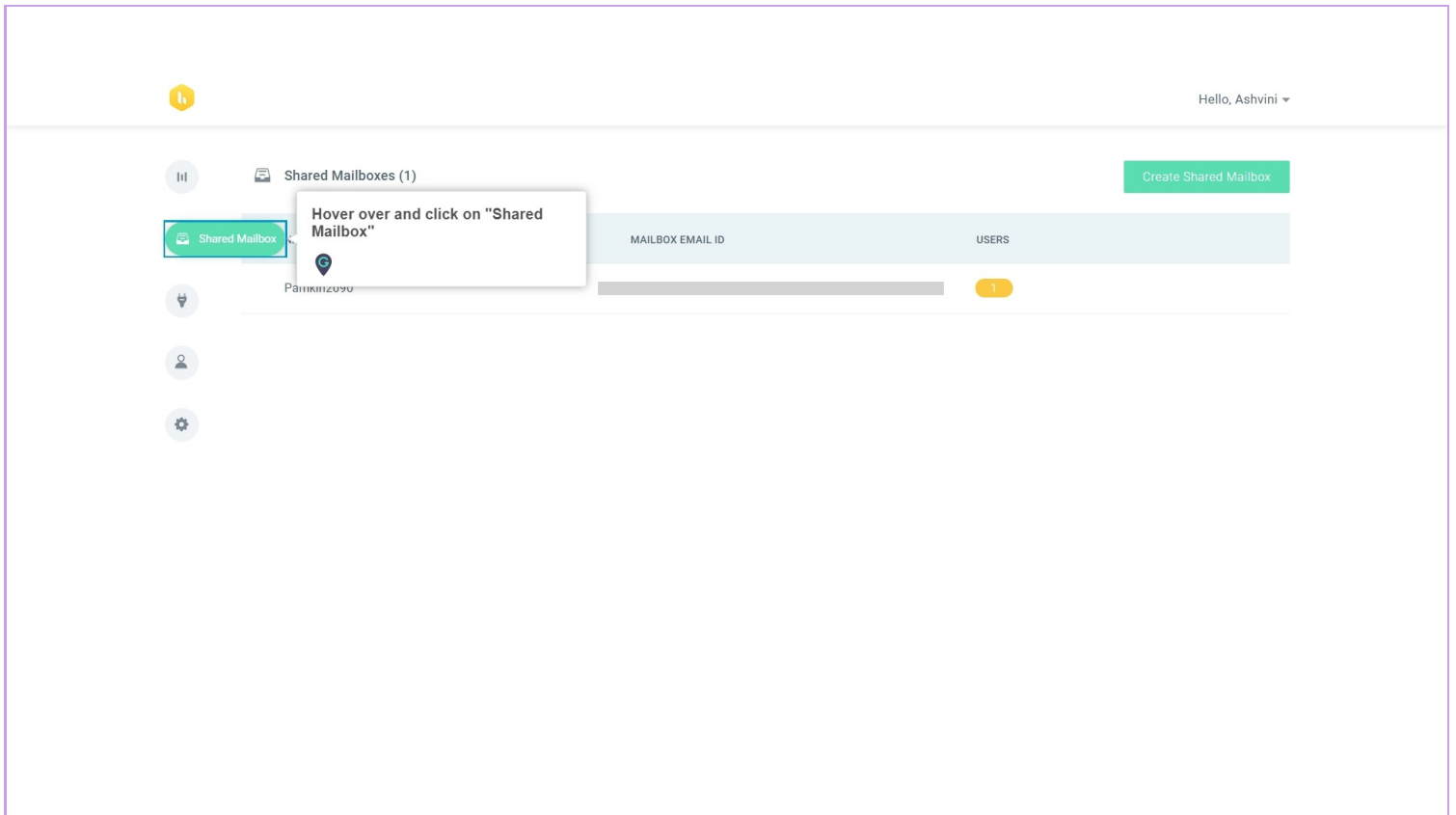
# Welcome!

In this Guide, we will learn how to remove emails from inbox on re-assignment on Hiver



## Step: 02

Hover over and click on "Shared Mailbox"



## Step: 03

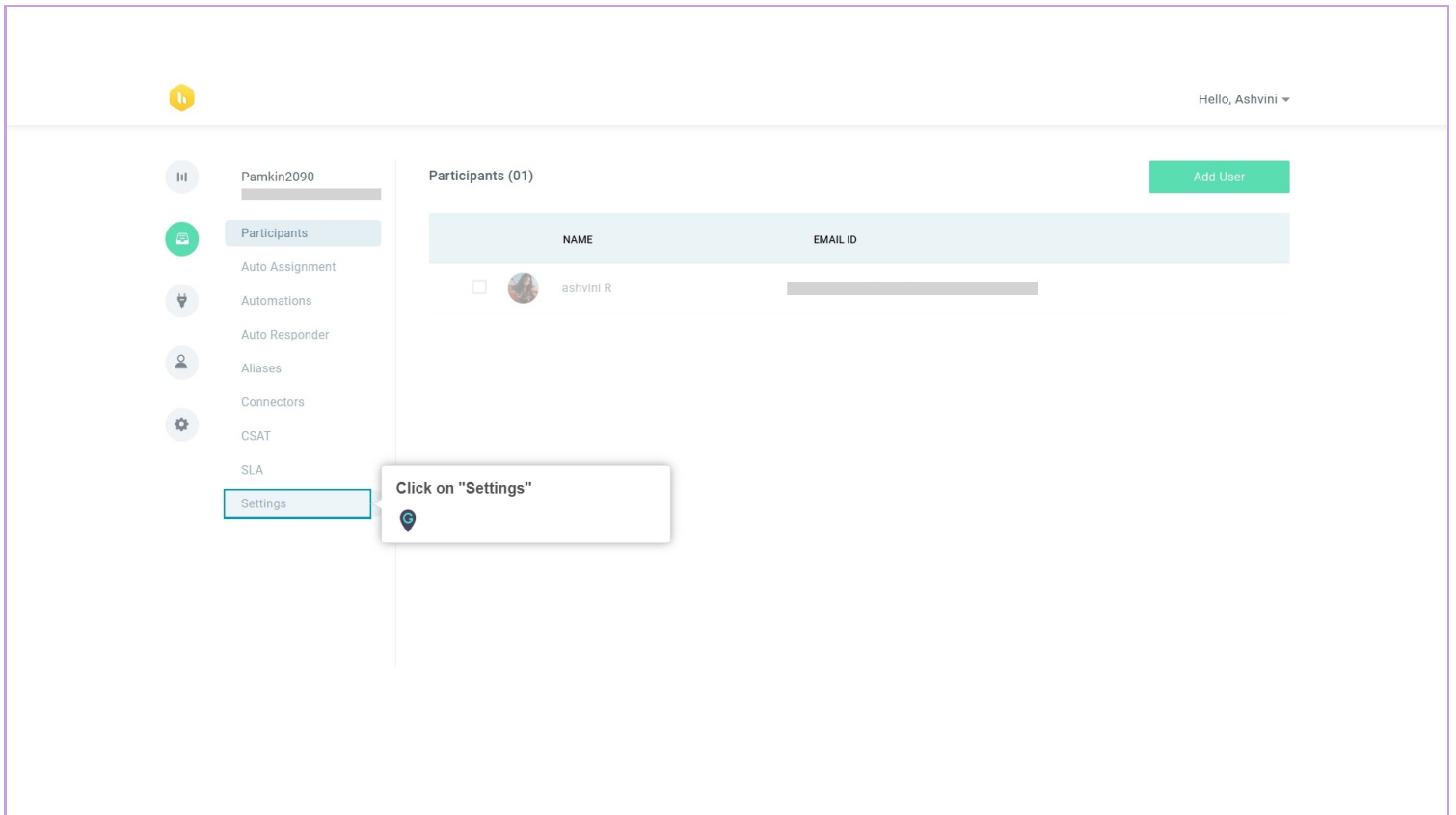
Click the name

The screenshot shows a web application interface for managing shared mailboxes. At the top left, there is a yellow notification bell icon. At the top right, the user is identified as "Hello, Ashvini" with a dropdown arrow. Below the header, there is a navigation sidebar on the left with icons for Home, Shared Mailboxes (1), Mailbox, Users, Profile, and Settings. The main content area is titled "Shared Mailboxes (1)" and includes a "Create Shared Mailbox" button. A table with two columns, "NAME" and "USERS", is displayed. A callout box with a location pin icon and the text "Click the name" points to the "NAME" column header. The table contains one row with a greyed-out "NAME" field and a "1" in the "USERS" column.

NAME	USERS
	1

## Step: 04

Click on "Settings"



The screenshot displays a user interface with a sidebar menu on the left and a main content area on the right. The sidebar menu includes the following items: Pamkin2090, Participants, Auto Assignment, Automations, Auto Responder, Allases, Connectors, CSAT, SLA, and Settings. The 'Settings' item is highlighted with a blue border. A callout box with a pointer icon and the text 'Click on "Settings"' is positioned over the 'Settings' item. The main content area shows a header with 'Hello, Ashvini' and a dropdown arrow. Below the header, there is a section titled 'Participants (01)' with an 'Add User' button. A table with columns 'NAME' and 'EMAIL ID' is visible, containing one entry: 'ashvini R'.

NAME	EMAIL ID
ashvini R	

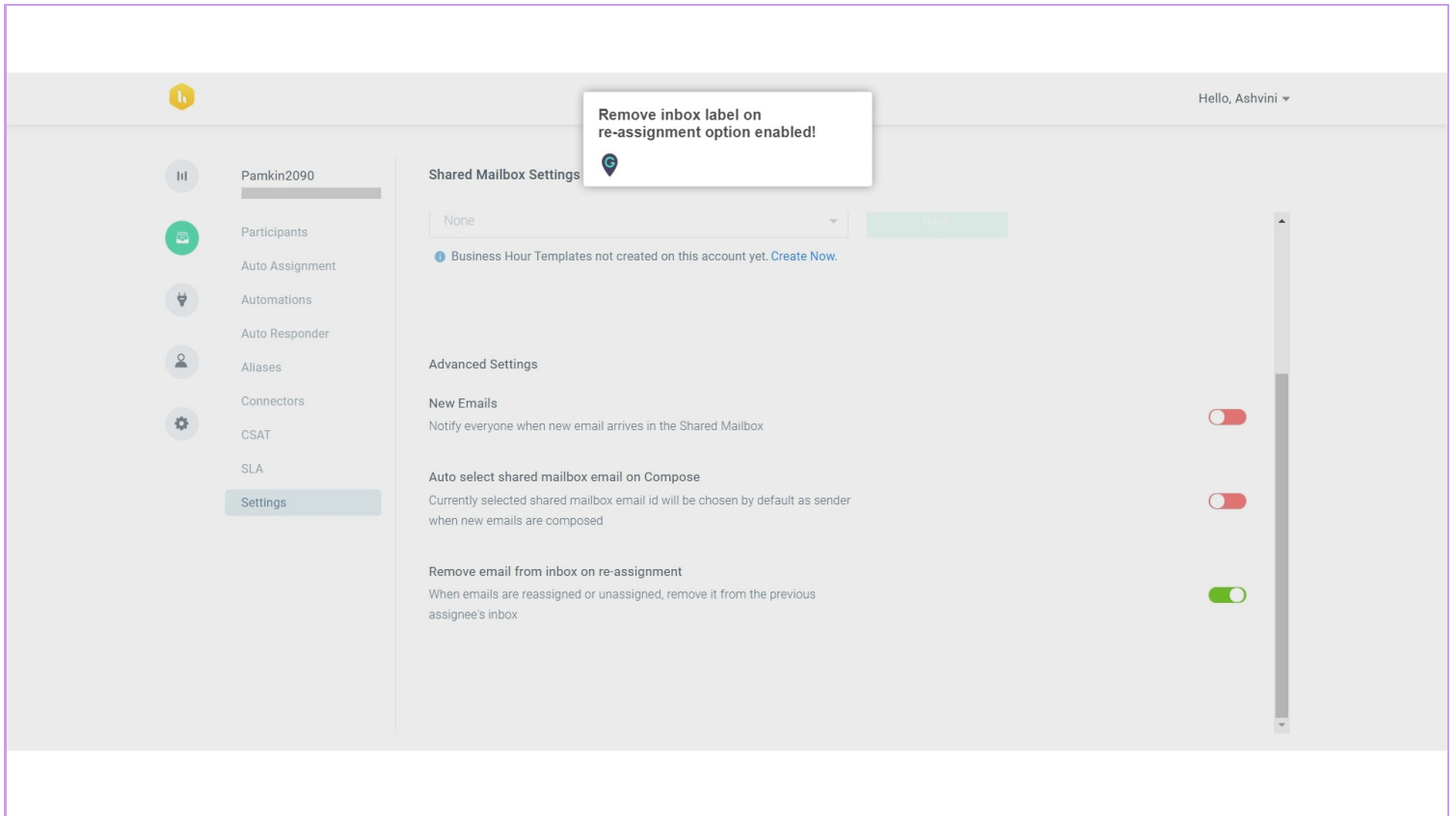
## Step: 05

Turn the toggle button on, to enable "Remove email from inbox on re-assignment"

The screenshot displays the 'Shared Mailbox Settings' interface. On the left, a navigation menu includes options like 'Participants', 'Auto Assignment', 'Automations', 'Auto Responder', 'Aliases', 'Connectors', 'CSAT', 'SLA', and 'Settings'. The main content area is titled 'Shared Mailbox Settings' and features a dropdown menu set to 'None' and a 'Create Now' button. Below this, a message states 'Business Hour Templates not created on this account yet. Create Now.' The 'Advanced Settings' section includes 'New Emails' with a toggle switch turned on, and 'Auto select shared mailbox email on Compose' with a toggle switch turned on. The 'Remove email from inbox on re-assignment' toggle switch is also turned on and is highlighted by a callout box. The callout box contains the text: 'Turn the toggle button on, to enable "Remove email from inbox on re-assignment"'. The user's name 'Hello, Ashvini' is visible in the top right corner.

## Step: 06

# Remove inbox label on re-assignment option enabled!



# Thank You!

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