

# My Shared Mailbox is not working in PoliteMail

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**Applies To:** ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail O365

**Version:** ■ 4.9 ■ 5.0 ■ 5.05

Please note that if you have multiple shared mailboxes, such as "hr@company.com" as well as "communications@company.com" in addition to your own, you will need to be logged in to all email accounts for From permissions to work. Otherwise, your email will actually come from your default email address.

- In **PoliteMail v5.0** and higher, a warning will pop up asking you to log in to all your accounts if you are not.

Alternatively, you can add the shared mailbox to your main account. This removes the necessity of logging in to the second account and avoids the issue altogether. See [this Microsoft article](#) for more information.

## Meeting Invitations Sent from a Shared Mailbox

When sending a measured meeting invitation from a Shared Mailbox, keep in mind the Accepted Count will NOT update unless the mailbox has been added to the list of Monitored Mailboxes. To do so, go to **Account > Settings > User Preferences > Individual Settings > Monitor Multiple Mailboxes for Undeliverables and Auto-Replies**. You can manually add the mailbox or click the 'Scan Inboxes' to have PoliteMail find all mailboxes for you to select.

This setting can **only** be found on PoliteMail for the Outlook Desktop, not PoliteMail Online or PoliteMail for M365.