The organization's (division, branch) mailbox is accessible to those users who have been given access rights. This mailbox is displayed when you access MS Exchange.

The organizational mailbox contains the same folders as your personal mailbox, namely: Deleted Items, Inbox, Outbox and Sent Items. As well, it includes **-Action** and **-Info** folders.

These last two folders contain messages received for your organization. The **-Action** folder contains messages sent **To** your organization. The **-Info** folder contains messages **Cc** (copied) to your organization.

When your organization receives a new message, the **-Action** or **-Info** folder appears in bold and the number of unread messages appears next to that folder. Once you browse these messages, the folder returns to normal font.

When the messages are dealt with, they can be moved to *Public Folders* where they can be accessed by other members of your organization, if they have been given permission.

Tips and Tricks

To Add Users to a Personal Address Book:

1.   Select **Tools, Address Book** from the menu bar. The *Address Book* window appears.
2.   Select **Tools, Options** from the menu bar in the *Address Book* window. The *Addressing* dialogue box appears.
3.   Click on the *Show this address list first* drop-down list box.
4.   Select **Personal Address Book**, this will ensure your Personal Address Book will be displayed by default each time you select the address book.
5.   Click on the **OK** button.

The last three instructions only have to be executed once to setup your Personal Address Book as your default address book instead of the Global Address List.

6.   Select **Global Address List** from the *Show Names from the:* list.
7.   Click in the *Type Name or Select from list:* field.
8.   Enter the last and first name of the addressee.