

EMAIL

Requesting a shared mailbox or distribution list

When to use which, and what to include in your request so we can set it up in one pass.

Shared mailbox — several people read and answer from one address (e.g. `support@`, `billing@`). Replies come *from* that address, and everyone sees what's been handled.

Distribution list — one address that forwards to many people's own inboxes (e.g. `everyone@`, `sales-team@`). Good for announcements; replies scatter to individual mailboxes.

To request one, open a ticket with:

- The address you want (e.g. `support@yourcompany.com`)
- Which type (shared mailbox vs distribution list — or describe the goal and we'll advise)
- Who needs access, and who approves future membership changes
- Whether it should be able to **send** as the address, or only receive

We'll have it live the same business day in most cases.