Custom Recipients in Webstar Office 365 (NewStar)

When you attempt to manage most Custom Recipient features in NewStar, you will need to access through the **Manage User** feature under the **User Menu.** You will see the following interface. There has been some changes that have been made. Most noteworthy, please see the "Mail Options" section:

There are 3 different scenarios in which you can manage Custom Recipients:

1. Convert a Mailbox User to a Custom Recipient
2. Update a current Custom Recipient's mail address to a new mail address
3. Give an HSEN account only a Custom Recipient

1 - Converting a Mailbox User to a Custom Recipient

If NewStar detects that a Mailbox already exist, then it will give you the option to convert the mailbox to a Custom Recipient. Be sure to click on the radio button, so that NewStar knows to handle this request.

Mail Options

This is an account that is an HSEN user/Mailbox. You may apply the following action to this user:

Convert Existing Mailbox to a Custom Recipient: ⦿

Enter in a **valid** email address:

Froggie.Hops@gmail.com

2 - Update a current Custom Recipient's mail address to a new mail address

In this situation, NewStar will detect that a Custom Recipient is already present. You can update the email address of the Custom Recipient to a new value.

Mail Options

This is an account that is an HSEN user/Custom Recipient. You may apply the following action to this user:

Update an existing Custom Recipient: ⦿

Enter in a **valid** email address:

Froggie.Hops@lilypad.com

3 - Give an HSEN account only a Custom Recipient

Perhaps you have an HSEN user, and you would like to assign them a custom recipient. This is the screen that you would see:

Mail Options

This is an account that is an HSEN user/Mailbox. You may apply the following action to this user:

Convert Existing Mailbox to a Custom Recipient: ⦿

Enter in a **valid** email address:

Froggie.Hops@gmail.com