FAQ

Get a copy of group email messages you send

By default, when you send an email message to an Outlook group that you're a member of, you don't receive a copy of that message in your Inbox. You can change this setting.

1. Sign into your mailbox by using Outlook on the web, and then select **Settings** > **view all Outlook settings**.
2. Select **Mail** > **Groups**.
3. Select the **Send me a copy of email I send to a group** check box.

How to add or remove group members

Any member of a group can invite others to the group, but only the group owner can add or remove them.

Please refer to Add and remove group members in Outlook for the latest Microsoft instructions.

How to join a group

When you join a group, you gain access to the group mailbox, calendar, OneNote notebook, and team site. Permissions are taken care of automatically so you don't need to worry about missing any meetings or conversations.

Please refer to Join a group in Outlook for the latest Microsoft instructions.

How to leave a group

When you leave a group, you give up your access to the group inbox, calendar, OneNote notebook, and library. The only way to regain access is to rejoin the group.

Please refer to Leave a group in Outlook for the latest Microsoft instructions.

How to schedule a meeting on a group calendar

Each group has a shared calendar where you and every member of your group can schedule, edit, and see upcoming events.

Please refer to Schedule a meeting on a group calendar in Outlook for the latest Microsoft instructions.

How to share group files

A Microsoft 365 group makes sharing files easy by including a dedicated library, which is the primary place for storing all your group files.

Please refer to Share group files in Outlook for the latest Microsoft instructions.

How do I delete email from the group shared mailbox

Only group owners can delete messages from the group shared mailbox. Members can delete the group messages that have been delivered to their inboxes but not from the group inbox.

How do I add subfolders to a group shared mailbox

1. Sign into your mailbox by using Outlook on the web, and then expand the group in the left side navigation so you can see the group's **Inbox** folder.
2. Right click on the **Inbox** to open the context menu and select **Create new subfolder**.

How do I add mail rules to a group shared mailbox

> You cannot view/modify rules from Outlook mobile apps.

> Mail rules are very limited for group shared mailboxes. You can only create rules to move, copy, delete or forward.

1. Sign into your mailbox by using Outlook on the web and select the group in the left side navigation.
2. Click on the three horizontal dots from the menu ribbon and select **Rules** > **Manage rules**.
3. To create a new rule, select **Add new rule**.

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