

# Manage quarantine of a shared mailbox in Microsoft 365

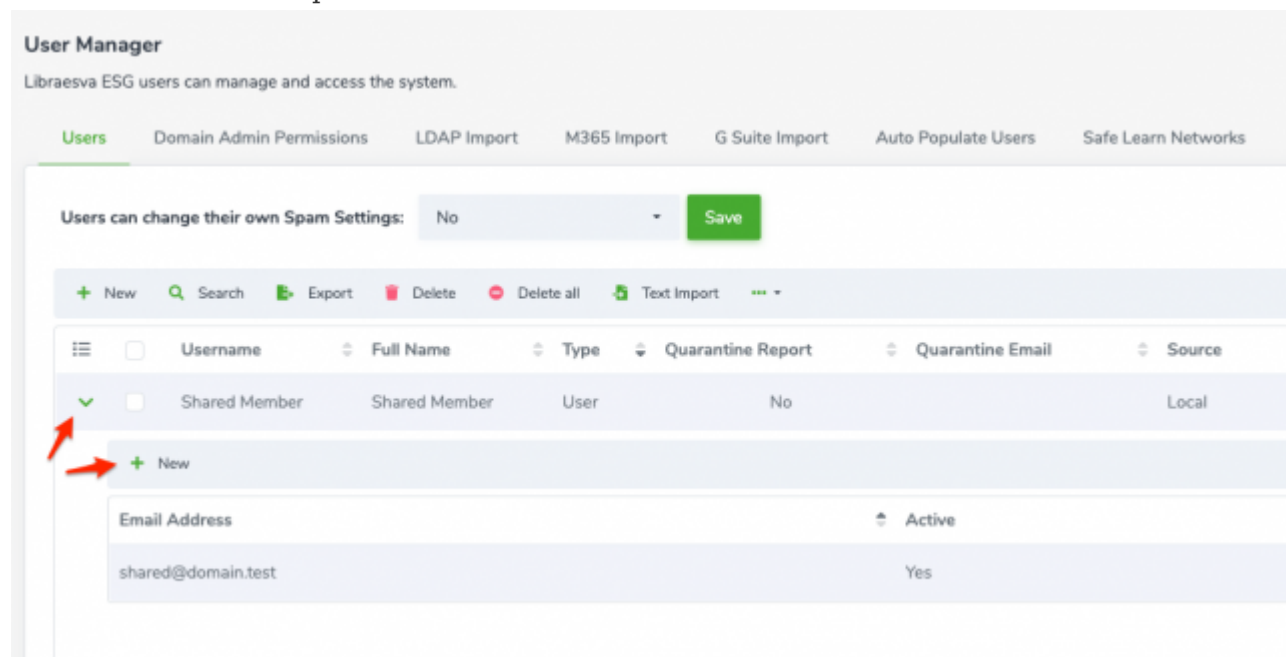
Libraesva ESG takes information from M365 tenant in order to import users and alias associated, but the Microsoft 365 APIs actually does not provide information about shared mailbox members.

## Workaround

Starting from the last version 5.5, all shared mailboxes are now imported as Functional user and cannot be added as user alias anymore.

So, if you want to declare a shared email address as a user alias you have first to **delete manually** the functional user of that shared mailbox.

**Once that account is deleted**, you can assign the shared email address as an alias to the user account that requires access.



The screenshot shows the 'User Manager' interface. At the top, there's a navigation bar with tabs: 'Users' (selected), 'Domain Admin Permissions', 'LDAP Import', 'M365 Import', 'G Suite Import', 'Auto Populate Users', and 'Safe Learn Networks'. Below the navigation bar, there's a section for 'Users can change their own Spam Settings:' with a dropdown set to 'No' and a 'Save' button. The main area displays a table of users. The table has columns: Username, Full Name, Type, Quarantine Report, Quarantine Email, and Source. A red arrow points to a green checkmark icon in the first column of the table, indicating a successful operation. Below the table, there's a '+ New' button. A red arrow points to the 'Email Address' field in the 'New' form, which contains the value 'shared@domain.test'. The 'Active' checkbox is checked.

Username	Full Name	Type	Quarantine Report	Quarantine Email	Source
Shared Member	Shared Member	User	No		Local

+ New

Email Address: shared@domain.test

Active: Yes