**How to put an automated response on your pharmacy’s shared mailbox when pharmacy has to close within normal business hours:**

* From within the shared mailbox, click the settings icon (it looks like a cog) in the top right hand corner of your computer screen:

 

* Scroll to the bottom of the pop up and click on ‘View all Outlook settings’
* A new pop up will appear – ‘Email’ should already be highlighted in the left column; just click ‘Automatic Replies’ in the middle column.
* In the right column click the right side of the slider button named ‘Turn on automatic replies’ so it changes to say ‘Automatic replies on’.
* Click ‘send replies only during a time period’ tick box.
* For ‘Start time’ select the calendar icon and the time drop down menu to input when you want the autoreply to start; do the same for ‘End time’. (After the end date/time has happened, Outlook will automatically stop autoreply messages being sent to senders.)
* Further below are two blank boxes where you type in the automatic reply message you want Outlook to send users (one box is for Outlook senders inside your organization, the other is for senders outside your organization). We suggest you put text in both boxes along the lines of:

*This pharmacy is currently closed and we have no access to this mailbox. We expect to reopen at [insert day/time if known]. Apologies for any inconvenience caused.*

* Ensure ‘Send replies outside your organization’ tick box is ticked.
* Click ‘Save’ and close the window down.
* When you next log into the shared mailbox, if the autoreply is still on, you should cancel this when asked. You can also go into Settings again and ensure the slider button which says ‘automatic replies on’ is greyed out showing it’s definitely switched off.