# How to set up Automatic Replies During Pharmacy Closures

* Open the shared mailbox, then click the Settings icon   in the top right-hand corner of your screen.
* Select Account > Automatic Replies.

* Select the *Turn on automatic replies* toggle.
* Under Send automatic replies inside your organization, enter the message to send while you're away. We suggest adapting the following message:
	+ *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.*
* We recommend that you also select Send replies outside your organization, using the same message as above.
* When you're done, click Save.
* Once the pharmacy has reopened, you'll need to turn off automatic replies. To do this, follow the steps above then select the Automatic replies on toggle.

Further help and information about setting up automatic replies and other features can be found on the Microsoft support pages: <https://support.microsoft.com/en-gb/office/send-automatic-replies-out-of-office-from-outlook-9742f476-5348-4f9f-997f-5e208513bd67#officeversion=web>