College of Social Sciences and Public Policy

Generic Mailbox Request

Per university policy, a generic mailbox is a mailbox that one or more users may use to receive, monitor, and send email messages for a designated group. Student accounts cannot be used to create Generic Mailboxes.

Message Limitations:

- Message Size | Outlook: 150 MB ; Outlook for Mac: 150 MB
- Subject Length | 255 Characters
- File Attachments | 250 Attachments
- File Attachment Size | Outlook: 150 MB; Outlook for Mac: 150 MB
- Multipart message | 250 parts
- Embedded message depth | 30 embedded messages

Recipient & Sender Limitations:

- Messages received | 3,600 messages/hour
- Recipient rate | 10,000 recipients/day
- Recipients | 500 recipients
- Message rate | 30 messages/minute

To request a Generic Email for your department or group, please submit a ticket at https://coss.fsu.edu/support with the following information..:

- **Summary:** Generic Mailbox Request
- **Details:**
- 1. **Description:** Include a short description to describe the purpose of the account.
- 2. **Department:** Include the full department name and the 3 or 4 letter department abbreviation to identify ownership and possible location of the mailbox.
- 3. **User Logon Name:** The account user name. The logon name must be in the format of COSSPP-RequestedName, or DEPT-RequestedName, or ORG-RequestedName. College, department, or organization abbreviation must precede the requested name and not exceed 20 characters or contain any spaces.

- 4. **Display Name:** The name that is both displayed in the Global Address List (GAL) and on an email when sending messages. By default, the user logon name is used. Anything else must have Branding approval. Send an email to dl-brandreview@fsu.edu to request Branding approval for a Display Name that does not match the User Logon Name.
- 5. **Full Name:** The full name of the account. By default, the user logon name is used. Anything else must have Branding approval. Send an email to dl-brandreview@fsu.edu to request Branding approval for a Full Name that does not match the User Logon Name.
- 6. **Primary SMTP Address:** The primary email address that is used when sending by the account. By default, the user logon name followed by @fsu.edu is used. All other primary SMTP requests followed by @fsu.edu must have branding approval. Primary SMTPs requested on a departmental email domain (e.g. @DEPT.fsu.edu) must have the approval of the departmental IT staff.
- 7. **Manager:** The person listed as the technical manager of the generic mailbox account. ***** *For COSSPP IT Staff* *****
- 8. **Full Access Group:** Mail-Enabled Security Group that is delegated "full access" to the mailbox. A Mail Enabled Security Group is required to delegate "full access" permissions on the mailbox. Need to create a Security Group within the FSU AD under the College of Social Science.

You can submit support tickets at: **https://coss.fsu.edu/support/**