FAQ

COMMON MAILBOX
1. **How to create common mail box**

   The common mail box can be created only by associates whose designation is Senior Associates and above. Login to [https://identity.cognizant.com/itim/self.](https://identity.cognizant.com/itim/self) Click on service account/common mail box and select the account type (common mailbox) and fill the details. Click on submit button. Once the creation request is raised, it will go for approval from the project manager/proxy manager. Approver has to approve the creation request within 72hrs and once approved the common mailbox will get created.

2. **How to unlock the common mailbox account**

   Please ask the project manager/proxy manager of the common mailbox to unlock the account in identity portal ([https://identity.cognizant.com/itim/self/](https://identity.cognizant.com/itim/self)) under My Accounts → select the common mailbox → Unlock Account.

3. **How the common mailbox can be delete**

   Please ask the project manager/proxy manager to delete the common mailbox in identity portal under My Accounts Tab → select the common mailbox id → Delete.

4. **How to remap the common mailbox**

   **Scenario1:**

   **If project manager/proxy manager is same for both new and old project ids**

   Please ask the project manager/proxy manager of the common mailbox to remap the common mailbox in identity portal under My Accounts → select the common mailbox id → Remap to Project.

   **Scenario2:**

   **If project manager/proxy manager is not same for new and old project ids**

   Please raise a GSD ticket with below CTI to Identity Support team with the approval from both current project manager/proxy manager and new project manager/proxy manager for remapping the common mailbox to new project.

| Common mailbox | Management | Project remap |
5. **How to recertify the common mail box**

   Common mailboxes are having an expiry of 1 year from the date of creation or project end date, whichever comes first. The project manager/proxy manager of the common mailbox will be receiving the notification 1 month prior to expiry. The approver has to reply to that notification as “Approved”.

   The project manager/proxy manager can also extend the common mailbox, 30 days prior to the expiration date in identity portal (https://identity.cognizant.com/itim/self) under My Accounts -> select Common mailbox id -> Recertify.

6. **How can change the common mailbox requestor**

   Please ask the project manager/proxy manager of the common mailbox to change the requestor of the in identity portal under My Accounts -> select the common mailbox id -> Change requestor.

7. **How the common mailbox display name can change**

   Common mailbox alias name cant change once it is created. For changing the display name raise a GSD ticket with below CTI to Identity with the approval from the project manager/proxy manager of the common mailbox to change the display name. After the Identity Support team has raised display name change request, the project manager need to approve the request in Identity portal under approve/review request.

<table>
<thead>
<tr>
<th>Common mailbox Management</th>
<th>Display name change</th>
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8. **How to get access to the common mailbox** :

   Please note that for getting access to the common mailbox, raise an access request in identity portal. Kindly login in to identity portal (https://identity.cognizant.com/itim/self/) and raise a request under New Access Request. Select the common mailbox id and the type of access and submit. Once the request is raised approval will go to approver and the access will be provided to the user once the approver approves the request within 72 hrs. Please find the below link for reference.

Note: There are 2 types of access to a common mailbox: Full access and Send As access. If the Full Access is alone raised then you will be able to do modifications on the mails received by the mailbox and you will have access to configure the mailbox in your Outlook. Send As Access is needed to send mails from the common mailbox. Request you to please raise the necessary access for the common mailbox in Identity in order to get the access.

9. How to configure the common mailbox

Please note that for configuring common mailbox in outlook, raise a Full Access request in identity portal. Kindly login in to identity portal (https://identity.cognizant.com/itim/self/) and raise a request under New Access Request. Select the common mailbox id and the type of access and submit. Once the request is raised approval will go to approver and the access will be provided to the user once the approver approves the request within 72 hrs. Please find the below link for reference.