Custom Recipients in Webstar Office 365 (NewStar)

When you attempt to manage most Custom Recipient features in NewStar, you will need to access through the Manage User feature under the User Menu. You will see the following interface. There has been some changes that have been made. Most noteworthy, please see the “Mail Options” section:

There are 3 different scenarios in which you can manage Custom Recipients:

1. Convert a Mailbox User to a Custom Recipient
2. Update a current Custom Recipient’s mail address to a new mail address
3. Give an HSEN account only a Custom Recipient
1 - Converting a Mailbox User to a Custom Recipient

If NewStar detects that a Mailbox already exist, then it will give you the option to convert the mailbox to a Custom Recipient. Be sure to click on the radio button, so that NewStar knows to handle this request.

2 - Update a current Custom Recipient’s mail address to a new mail address

In this situation, NewStar will detect that a Custom Recipient is already present. You can update the email address of the Custom Recipient to a new value.

3 - Give an HSEN account only a Custom Recipient

Perhaps you have an HSEN user, and you would like to assign them a custom recipient. This is the screen that you would see: