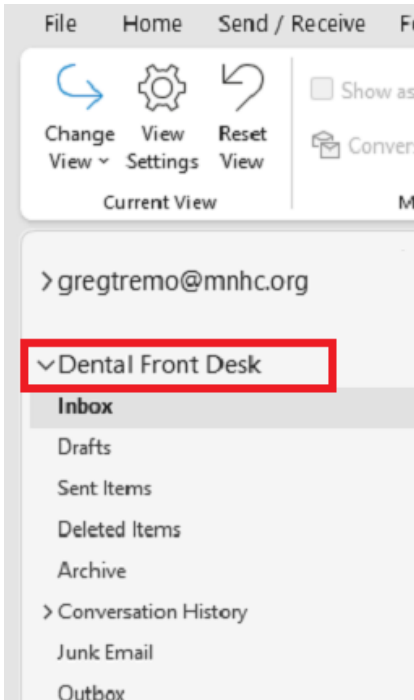


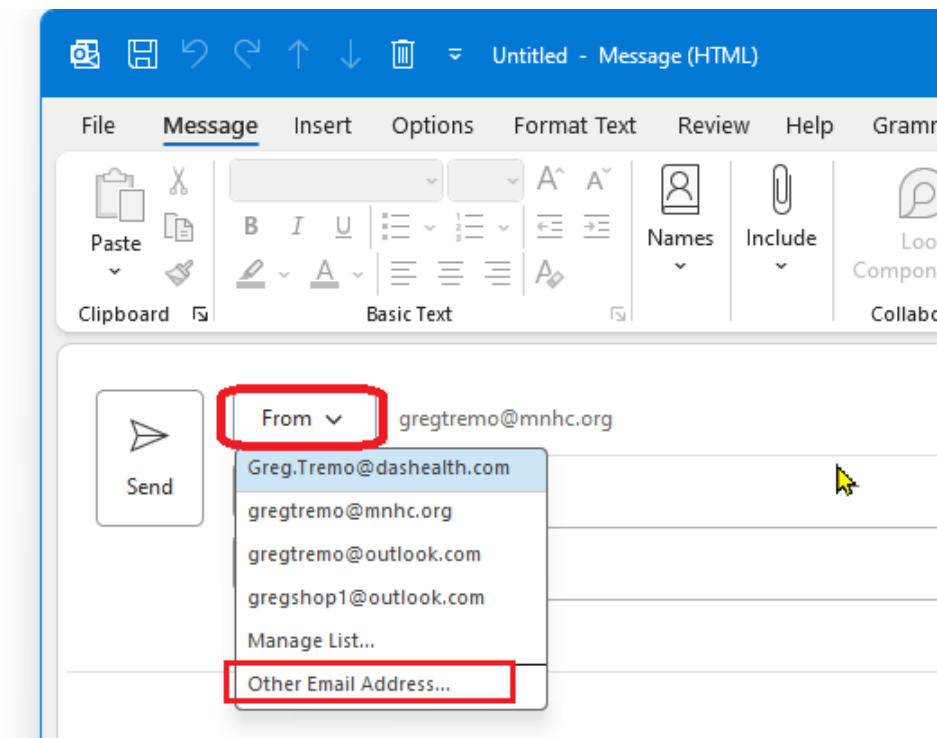
There is a new shared mailbox for the dental crew to send emails to users and receive responses.

To send an email:

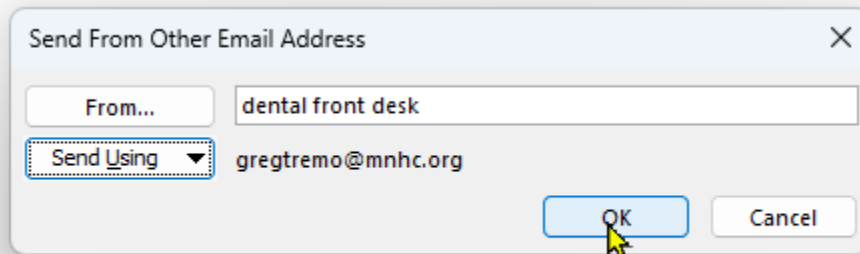
Look at the left side of your Outlook for the new email account "**Dental Front Desk.**" **Suppose it's missing, close and reopen Outlook.** *If still missing - contact IT.*



Click New Email, click on From, and select Other Email address.

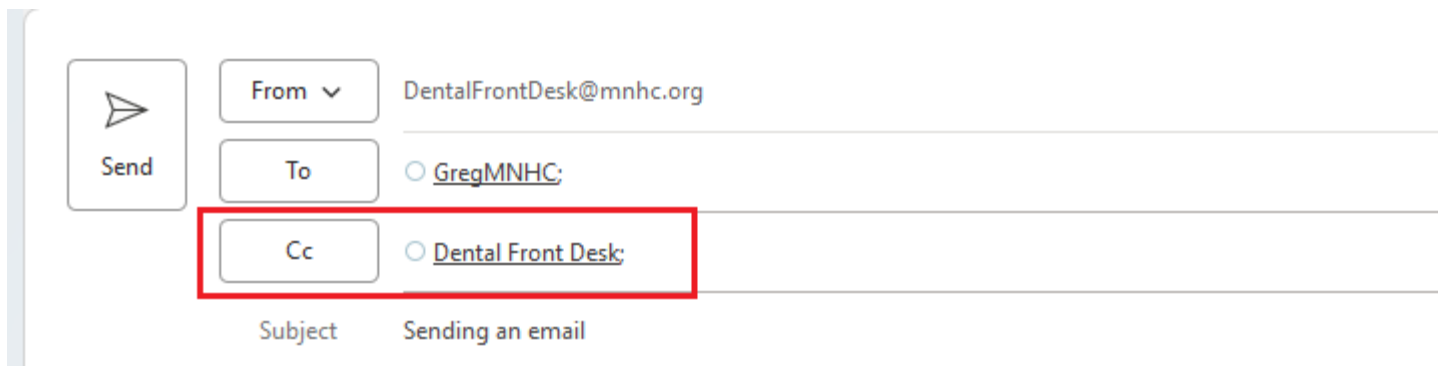


Enter "**Dental Front Desk**" and click OK.



Once you enter this one, it will remember the user for the next time.

When composing an email to a patient, be sure to enter the patient's email address in the "To" field and include the Dental Front Desk in the "CC" field for record-keeping and coordination.



Please note: when a user sends an outgoing email from the Dental Front Desk account, the sent message appears only in the **user's personal Sent Items** folder—not in the shared Dental Front Desk Sent folder. To ensure all correspondence is visible to everyone, I recommend that staff **always CC the Dental Front Desk email address** when sending messages from that account.

If you are unable to find the **Dental Front Desk** or to send an email?

