

CHATGPT OUTLOOK INTEGRATION MAY EXTEND SHARED MAILBOX USE BEYOND EXPECTED CONTEXT

OPERATIONAL SIGNAL

DOMAIN: GOV — Governance | CONFIDENCE LEVEL: Preliminary

INSTITUTIONAL DIMENSIONS: Authority | Attribution | Visibility | Escalation | Continuity

Signal ID	Platform	Source	Audience	Status	Date
SIG-GOV-001	OpenAI ChatGPT	Link	PMO Risk Ops	Pilot	2026-0427

CAPABILITY SHIFT

The Outlook integration for ChatGPT now supports shared and delegated mailboxes. When a user connects their Outlook account, they can direct ChatGPT to access shared mailboxes they have permission to reach, including reading and sending messages. The user must provide the exact shared mailbox address each time.

ORGANISATIONAL CONSEQUENCE

One employee's decision to connect ChatGPT to Outlook may extend their existing shared mailbox permissions into a new interface. These mailboxes are often used for team inboxes, customer service, legal, HR, or finance. Depending on the permissions of the connected account, ChatGPT may be able to send as those addresses. Other users of those mailboxes may not know this capability exists.

WHAT TO WATCH

- Signs that ChatGPT is being used to access or act on shared mailboxes
- Unusual authorship patterns in emails sent from shared mailbox addresses
- Shared mailbox activity that does not match the usual behaviour of known users
- Whether sent items or drafts in shared mailboxes show signs of AI-generated content

WHY THIS MATTERS NOW

This integration went live on 8 April 2026. Any employee who has already connected may be able to use ChatGPT with shared mailboxes, regardless of whether the organisation is aware.

WHAT TO REVIEW

- Shared mailboxes are accessible to staff who may have connected
- App access settings in Microsoft 365 for the ChatGPT Outlook integration
- If acceptable use policies cover AI tool access to shared mailboxes
- Whether sending controls on shared mailboxes limit who or what can send
- Response procedures if ChatGPT sends as an organisational address

GOVERNANCE CONTEXT

A personal integration decision now carries organisational consequences. Authority may be affected as one person may use a shared resource through a new interface without others' awareness. The permissions themselves may not change, but the context in which they are used does, creating operational ambiguity.

Scope Boundary: This artefact translates observed platform capability changes into operational considerations. It does not constitute policy, legal advice, or enforcement guidance.