Outlook Delegation of Shared Mailboxes

**What is this:** If you are a shared mailbox owner, Outlook delegation allows you as the owner to grant others the ability to create and respond to emails, calendar events, or other functions associated with the shared mailbox. These functions which you delegate an individual access to can be done independently of each other, each with four varying levels:

- None (No access)
- Reviewer (Can only view contents)
- Author (Can view, create, edit and delete content created by that specific delegate, **NOT** content created by the account owner or other delegates)
- Editor (Can view, create, edit and delete content of their own **AND** others)

*Note – A delegate when granted the ability to create content, e.g. (Calendar events), they will inheritably have the ability to send these events (On-Behalf) of the shared account, **NOT** sending as the account. If the delegate requires the ability Send-As, please note this a request to the Help Desk.*
To Delegate Access:

Pre-requisites:

- You must be the designated owner of the shared account to perform this. If you are not, you must submit an access request through the helpdesk.
- The shared account must be associated with a new Outlook mail profile. Failing to do so may cause accessibility issues to these accounts.

Creating an additional mail profile for the shared account additional account under Outlook:

1) **Right click** the start menu and select the Control Panel option

2) Within Control Panel, navigate to and open **Mail (32-bit)**. **(Depending on layout)**, you may need to first click on category **User Accounts** to expose this option.
3) Select **Show profiles**

4) Select **Prompt for a profile to be used**, followed by clicking **Add**. **NOTE** – When delegation is completed, you may change prompting behaviors to its default **Always use this profile**.
5) When prompted, enter a description of the mail profile

6) The **Add Account** window will appear with information fields predefined. Clear the **E-mail Address** field and enter the e-mail address of the shared account. Upon clearing the **E-mail Address** field, the remaining fields are accessible. Populate the **Your Name** field as needed with a description, the password field can remain empty and then click **Next**.

7) Acknowledge the security prompt, select **Allow (You may opt to select - Don’t ask me about this website again)**.
8) Click Finish.
Delegating Access:

1) Open Outlook. When prompted, select the mail profile associated to the shared mailbox.

2) Navigate to the File menu, click on Delegate Access, available as a drop-down menu from Account Settings.
3) A Delegates window will appear, select **Add**

Delegates can send items on your behalf, including creating and responding to meeting requests. If you want to grant folder permissions without giving send-on-behalf-of permissions, close this dialog box, right-click the folder, click Change Sharing Permissions, and then change the options on the Permissions tab.

Deliver meeting requests addressed to me and responses to meeting requests where I am the organizer to:

- My delegates only, but send a copy of meeting requests and responses to me (recommended)
- My delegates only
- My delegates and me

[OK] [Cancel]
4) Add the account of the delegate, click **Add** then **OK**.

5) A **Delegate Permissions** window will appear, grant the appropriate access, then click **OK**. The newly added delegate will then appear as a member in the Delegates list.
Reference Source: