Setting up Delegation in Outlook 2010
Sarah Dickson, Documentation Team, July 2013 (Reviewed August 2014).

Before your start...

Should I be using Delegation or Sharing?
You should use Outlook’s Delegation feature only if you need to hand over your email and calendaring responsibilities to someone else and would like that person to be able to send email and calendar requests on your behalf.

If you simply want to share your Outlook Calendar or share one of your Outlook folders with another user, it is not necessary to set up Delegation. Instead, use folder Sharing. By sharing your Calendar and/or other Outlook folders, you can, if you choose, give other users permission to create, modify and delete items as well as view items. For more about sharing, see our fact sheets:
- Viewing and sharing multiple Calendars
- Sharing Folders

About Delegation in Outlook 2010

What is a Delegate?
A Delegate is someone – a PA, for example – who has been granted access to another user’s Outlook folder(s), allowing them to create items and respond to requests on the other user’s behalf.

The user granting delegate permission – a manager, for example – determines which folders the delegate can access and also the level of access assigned to each Outlook folder.

You can only assign delegate access to your default Outlook folders (Inbox, Calendar, Contacts, Tasks, Notes, Journal) – not to folders that you have created. To allow a colleague access to a folder you have created, you must use Sharing.

What levels of access Permission can be assigned to a delegate?
You can assign different levels of access to a delegate:

<table>
<thead>
<tr>
<th>Level</th>
<th>Access Permission granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>No access</td>
</tr>
<tr>
<td>Author</td>
<td>Your delegate can read and create items, and modify and delete the items they create. For example, a delegate can create task requests and meeting requests directly in your Task or Calendar folder, and then send either item on your behalf.</td>
</tr>
<tr>
<td>Editor</td>
<td>As above, your delegate can read and create items, and modify and delete the items they create. In addition, they can modify and delete any items that you create.</td>
</tr>
<tr>
<td>Reviewer</td>
<td>Your delegate can read items. For example a delegate with Reviewer permission can read the messages in your Inbox.</td>
</tr>
</tbody>
</table>

Send on behalf of
With Author or Editor access, a delegate has send-on-behalf-of permission and can send emails on your behalf. Sent messages contain both your name and the delegate’s name; message recipients see both names in the message From field, e.g. From: Bloggs, Joe on behalf of Einstein, Albert.

What next?
To set up delegate access, see Section A: Delegate access to another user. Please ensure you follow steps 1-3.
If you are the delegate, see Section B: When you are the Delegate.
Section A: Delegate access to another user

1. Add a delegate
   - From Outlook’s File tab, select Info on the left of the screen
   - Click on Account Settings and select Delegate Access from the pop-up menu
   - In the Delegates dialog, click the Add… button to add a delegate
     The Add Users dialog appears
     - Type a name [Surname, Forename] in the Search field, or select a name from the Address Book
     - Click the Add -> button
     - Click OK when finished
     - The Delegate Permissions dialog opens allowing you grant your delegate permission levels for your folders.
     - Click OK when finished

Limit the number of delegates who have full access to your Calendar
Assigning full access (editing and authoring rights) to your Calendar to more than one delegate may cause conflicts.

If more than one user must have access to your Calendar, carefully consider whether these users have to be delegates. You may want to give the user Reviewer permissions instead – see our fact sheet Viewing and Sharing multiple Calendars.
2. Set Delegate Permissions

2.1 Set Calendar Permissions

By default, Outlook gives your delegate Editor permissions for your Calendar and Tasks folders. In addition, the Delegate receives copies of meeting-related messages sent to me checkbox is automatically checked.

We recommend you accept these default settings.
- Click on OK to return to the Delegates dialog

2.1.1 If you want your delegate to be the only person to deal with incoming meeting requests and responses:
- Highlight your delegate’s name
- Check the My delegates only checkbox in the Delegates dialog, and click OK

Meeting requests and responses will then go directly to your delegate’s Inbox, not to yours.

2.2 Set Permissions for other folders, if appropriate

You can, if you wish, assign delegate access to any of your other default Outlook folders (Inbox, Contacts, Notes, Journal).

Note: If you have exited from the Delegates Options dialog, from Outlook’s File tab, select: Info > Account Settings, and then select Delegate Accesss from the pop-up menu.
- With your delegates name still highlighted in the Delegates dialog:
  - Click on Permissions...
  - Choose the level of access you want your delegate to have for an Outlook folder from the dropdown lists in the Delegate Permissions dialog.

A delegate can be granted one of four permission levels for each folder – see table on page 1 for information about access granted to each level.
- Click OK
2.3 Allow your delegate to see private items, if appropriate
When you give your delegate access to a folder, they will have access to the items within the folders, except items marked private, e.g. a private calendar appointment. If you wish your delegate to be able to access items you specify as private
- Tick the Delegate can see my private items checkbox in the Delegate Permissions dialog
- Click OK exit the Delegate Permissions dialog

2.4 Inform your delegate
To inform your delegate of the permission levels you have set for them
- Tick the Automatically send a message to delegate summarizing these permissions checkbox in the Delegate Permissions dialog
- Click OK to exit the Delegate Permissions dialog

2.5 Apply Delegate Permissions
- Click OK to set your delegates permissions and to exit the Delegates dialog

3. Share your Mailbox
In order for your delegate to be able to view your Mailbox and the folders you have assigned them access to from their own account, you must now share your Mailbox.
- Right-click on your Mailbox and select Folder Permissions from the drop-down menu
- From the pop-up dialog, select the Permissions tab and then click on the Add… button.
- In the Add Users dialog, type the name of the user you want to share your Mailbox with in the Search field, OR select their name from Address Book
- Click the Add -> button, then OK
- The user’s name should now appear in the list
- Highlight the user’s name and select None from the dropdown Permission Level menu
- Check the Folder visible checkbox
- Click Apply and then OK
Section B: When you are the Delegate

1. **To open a permanent connection to another user’s folders**

   As a delegate, you may need frequent access to your manager’s folders. You can open a permanent connection to their folders by adding their Mailbox to your Outlook Folder List.

   - From Outlook’s **File** tab, select **Info** on the left of the screen
   - Click on **Account Settings** and select **Account Settings** from the pop-up menu
   - In the **Account Settings** window, with the Email tab foremost, highlight the Microsoft Exchange Account and click on the **Change...** button
   
   ![Account Settings Window](image)

   - In the next window, click on the **More Settings** button
   - From the ensuing **Microsoft Exchange** pop-up dialog, click on the **Advanced** tab, then click on the **Add...** button
   
   ![Microsoft Exchange Pop-up Dialog](image)

   - In the **Add Mailbox** dialog, type in the name of the user whose Mailbox you wish to view [Surname, Firstname], then click **OK**

   ![Add Mailbox Dialog](image)

   Alternatively, you can type in the username (e.g. abc123) of the user, if you know it.

   - Click **Apply**, then **OK**, **Next** and **Finish**
Click on the **Folder List** button in the **Navigation Pane**

You should now be able to see this user’s Mailbox in your own **Folder List** – this will usually be towards the bottom of your folder list.

**Viewing other folders**: By clicking on the + symbol next to their Mailbox you will see a list of any other Outlook folders you have been granted access to, e.g. Calendar or Contacts.

**2. To open a temporary connection to another user’s folders**

This method allows you to open one of the other user’s primary Mailbox folders (Calendar, Contacts, Inbox, Journal, Notes, or Tasks) in a separate window that will not reappear the next time you start Outlook.

- From Outlook’s **File** tab, select **Open > Other User’s Folder**
- In the **Open Other User’s Folder** dialog, type in the name of the user whose folder you wish to view [Surname, Firstname]

OR

- click on the **Name...** button to **search** or to select their name from the **Address Book**, then click **OK**
- Select the **Folder type** from the drop down list, e.g. Inbox, Calendar
- Click **OK**

Note that if you have not been granted the required Permissions to access this user’s folder, your access will be denied. Contact the user if you think you should have permissions.

- The selected folder will open in your main **Viewing Pane** (use the **Navigation Pane** to return to any of your own folders).

**Further Information and Help**

- Use MyIT to log calls with the IT Service Desk: [https://myit.abdn.ac.uk](https://myit.abdn.ac.uk)
- For IT training materials, see [www.abdn.ac.uk/tad](http://www.abdn.ac.uk/tad)