Before you start...

Should I be using Delegation or Sharing?

**Delegation:** 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**.

**Sharing:** 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 guides to working with multiple calendars, and sharing folders.

About Delegation in Outlook 2013 or later

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) – **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 <strong>on your behalf</strong>.</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 all of the steps.
− If you are the delegate, see Section B: When you are the Delegate.

Section A: Delegate access to another user

Add a delegate

1. From Outlook’s File tab, click Info on the left of the screen.

2. Click Account Settings and select Delegate Access from the list.

3. In the Delegates dialog, click the Add... button to add a delegate.

4. Type a name [Surname, Forename] in the Search field, or select a name from the Address Book.

5. Click the Add -> button and click OK when finished.
Set Delegate Permissions

1. The Delegate Permissions dialog opens allowing you grant your delegate permission levels.

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

3. 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.

4. Click OK.

5. If you want your delegate to be the only person to deal with incoming meeting requests and responses, highlight your delegate’s name then check the My delegates only checkbox and click OK. Meeting requests and responses will then go directly to your delegate’s Inbox, not to yours.
Inform your delegate of the permission levels you have set for them

1. Click your delegate’s name.
2. Click Permissions…
3. Tick the Automatically send a message to delegate summarizing these permissions checkbox.
4. Click OK.
5. Click OK to set your delegates permissions and to exit the Delegates dialog.

Share your Mailbox

1. 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.
2. Right-click on your Mailbox and select Folder Permissions from the drop-down menu.
3. From the pop-up dialog, click the Permissions tab and then click the Add… button.
4. 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.
5. Click the Add -> button, then OK.
6. The user’s name should now appear in the list.
7. Highlight the user’s name and select None from the dropdown Permission Level menu.
8. Tick the Folder visible checkbox.
9. Click Apply and then OK.
Section B: When you are the Delegate

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.

1. From Outlook’s File tab, select Info on the left of the screen.
2. Click Account Settings and select Account Settings… from the pop-up menu.
3. In the Account Settings window, with the Email tab foremost, highlight the Microsoft Exchange Account and click Change…

4. In the next window, click More Settings…
5. From the ensuing Microsoft Exchange pop-up dialog, click the Advanced tab, then click Add…

6. In the Add Mailbox dialog, type in the name of the user whose Mailbox you wish to view [Surname, Firstname], then click OK.
7. Alternatively, you can type in the username (e.g. abc123) of the user, if you know it.
8. Click Apply, then OK, Next and Finish.
9. Click 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.
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, Notes, or Tasks) in a separate window that will not reappear the next time you start Outlook.

1. From Outlook’s File tab, select Open & Export > Other User’s Folder.

2. 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 the Name… button to search or to select their name from the Address Book, then click OK.

3. Select the Folder type from the drop down list, e.g. Inbox, Calendar.

4. 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.

5. 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