

MS Outlook – Sharing or delegation?

Outlook provides useful collaboration features that allow you to share information easily with other University users. You can share your Outlook information using two different methods:

- **Sharing folders:** Giving other users permission to read, modify, create, or delete information in your Outlook folders. You do this by setting **Sharing** permissions on your folders.
- **Delegation:** Assigning a **Delegate** to *act on your behalf* and manage the information in your default Outlook folders. As the person granting delegate permission, you determine which folders the delegate can access and the changes they can make.

Should I be using Sharing or Delegation?

Sharing

If you simply want to *share* the information in your Outlook Calendar or one of your Outlook folders with another user, it is not necessary to set up delegation. Instead, use **Sharing Folders**. 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 example:

- You and your colleagues would like access to one another's Calendars so that you can quickly see what's on each other's schedules.
- You have created an Outlook folder to store project correspondence and would like to be able to share this information with a colleague who has been assigned to the project.

Delegation

You should **only** use Outlook's delegation feature if you need to *hand over your scheduling* (email and calendaring) responsibilities to someone else and would like that person to be able to send email and calendar requests *on your behalf*. For example:

- You are a Section Manager or Head of Department and would like your PA to manage some or all of your scheduling, or to reply to messages on your behalf when you are out of the office.

Note: 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 (for example, a folder within your Inbox into which you file project correspondence) you must use Sharing.

Further information and help

Use MyIT to log calls with the IT Service Desk: myit.abdn.ac.uk