

Giving delegate access to your mailbox

You can give delegate access to your mailbox to one or more people so they can read emails in your inbox and send emails on your behalf


You may want to give someone access to your mailbox if you are on leave and want someone to manage your mailbox or if you have an assistant

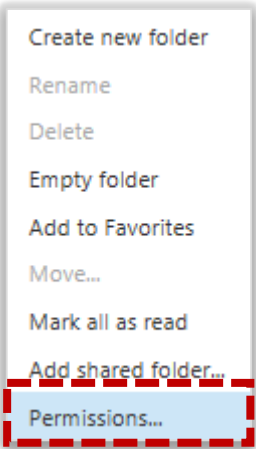
You can choose to share your entire mailbox with someone, or just specific parts of it and it will be displayed in the delegate's Mail page below the list of their folders

To give someone delegate access to your mailbox:

- 1

Right click on **your name** on the left side of the screen and select **Permissions**
- 2

Click the **plus icon**  at the top left of the window and enter a **name** in the **search field**

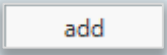


add permissions

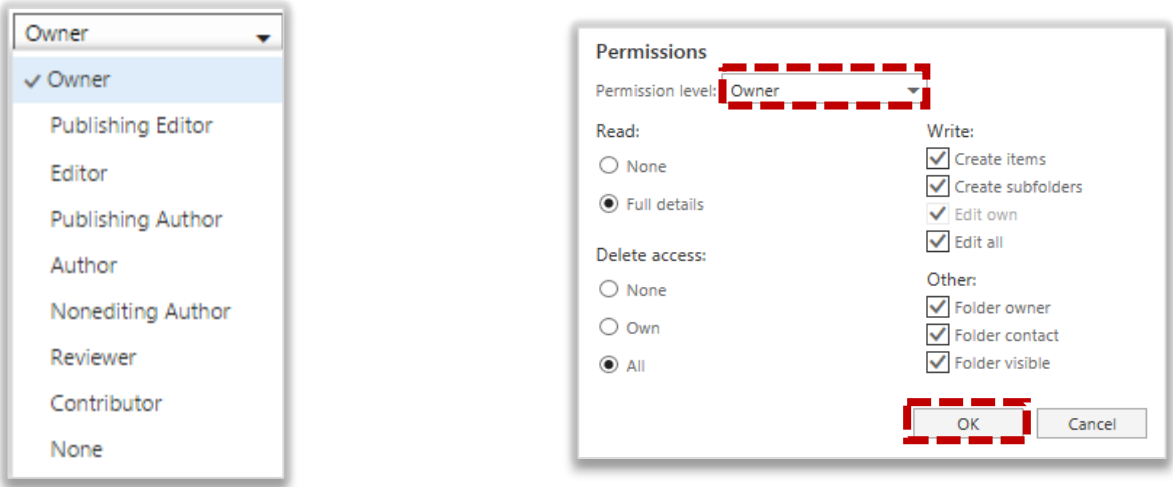
Enter the name or email address of the person you want to give permissions to this folder.

You may need to search the Directory if the person's details do not automatically appear in the search window

- 3

Click **add**  to give this person delegate access to your mailbox
- 4

Select or deselect options to choose the level of access or permissions to be given or choose from a set of **predefined permissions** in the drop down list



To allow delegate access you should select Owner from the drop down list

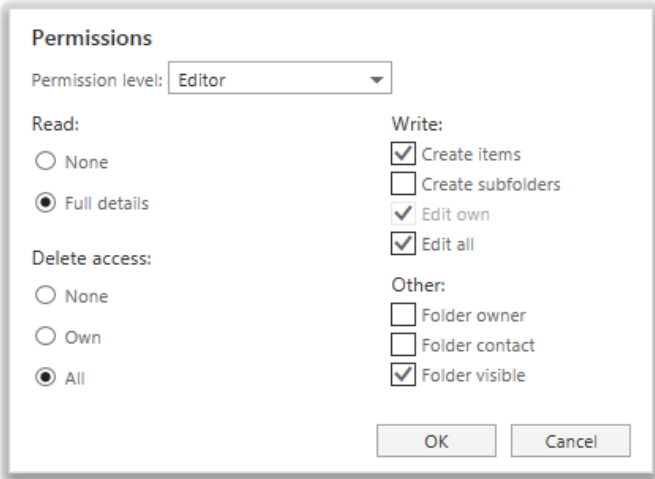
When you select Owner, a predefined option of all of the boxes will be selected, however, you can still choose to deselect some of the boxes

Giving delegate access to your mailbox

Select **Owner** if you want someone to have full access to your mailbox, including the ability to read, delete and write emails and create subfolders

Select **Publishing Editor** if you want someone to have the same level of access as with Owner, but without being a folder owner

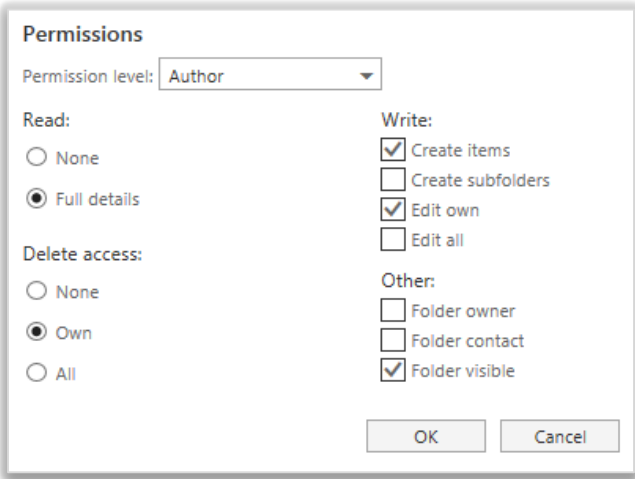
Select **Editor** if you would like the person to be able to read, write and delete emails, but if you would like them to be unable to create subfolders within your mailbox



The screenshot shows the 'Permissions' dialog box. The 'Permission level' dropdown is set to 'Editor'. Under 'Read:', 'Full details' is selected. Under 'Delete access:', 'All' is selected. Under 'Write:', 'Create items', 'Edit own', and 'Edit all' are checked. Under 'Other:', 'Folder visible' is checked. 'OK' and 'Cancel' buttons are at the bottom.

Select **Publishing Author** if you would like them to be able to read and write emails, but only delete those emails that they own. In this instance, the person will be able to create subfolders but will not be a folder owner and the folders will just be visible

Select **Author** if you would like the person to have the same access level as a Publishing Author, but without the ability to create subfolders



The screenshot shows the 'Permissions' dialog box. The 'Permission level' dropdown is set to 'Author'. Under 'Read:', 'Full details' is selected. Under 'Delete access:', 'Own' is selected. Under 'Write:', 'Create items', 'Edit own', and 'Edit all' are checked. Under 'Other:', 'Folder visible' is checked. 'OK' and 'Cancel' buttons are at the bottom.

If you select **Nonediting Author**, the person will have the same level of access as with Author, but they will not be able to edit items in the mailbox, they can only create new emails

Select **Reviewer** if you would like to allow the person to only read emails in your mailbox, without the ability to edit anything

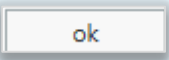
Select **Contributor** if you would like someone to be able to write emails from your mailbox, but without being able to view any items in the mailbox

Selecting **None** will not allow the person to view or change any information in your mailbox

Giving delegate access to your mailbox

Delegated and shared
mailboxes

5

When you have finished setting permissions, click **ok**  at the bottom of the window

You should inform someone when you have given them access to your mailbox, as they will not receive a notification email



Handy Hint

If you would like to give delegate access to specific folders in your mailbox, right click on that folder and follow the same process

Viewing and removing a delegated mailbox

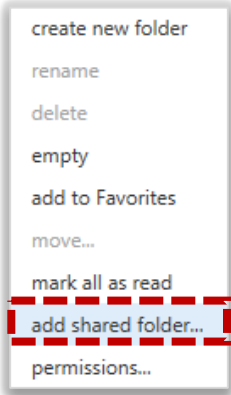
Viewing other mailboxes

When you view a delegate mailbox that you have been given permissions for, the mailbox will be displayed on the left side of the screen below the list of your own folders

To view someone else’s mailbox:

1

Right click **your name** on the left side of the screen and select **add shared folder**

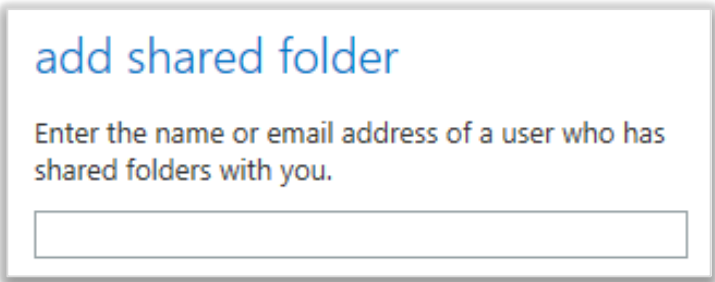


Although the instruction is to add a shared folder, this will actually add all of the folders within the mailbox that have been shared with you

2

Enter the **name of the person** whose mailbox you wish to view in the **search bar** and click **add**

add



Regardless of whether permission has been granted, the person’s name will appear on the left side of the screen. You will only be able to open and view the additional mailbox if you have been given permission

Depending on the level of permission granted, you may also be able to edit the mailbox

If you have been given permissions to send emails from the mailbox, when doing so you will still be listed as the sender on behalf of the person to whom the mailbox belongs

If you have not been given permissions to a folder that you need to access, you should contact the mailbox owner

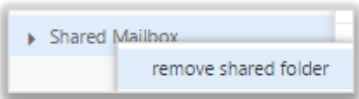
Viewing and removing a delegated mailbox

Removing mailboxes

To remove a mailbox from your Mail screen:

- 1

Right click the mailbox on the left side of the screen and click **remove shared folder**




Removing permissions to your mailbox

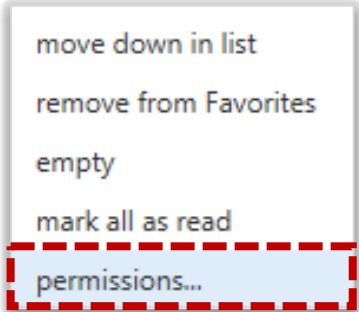
To remove delegated permissions to your mailbox or any folders that you have shared:

- 1

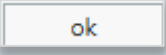
Right click on the relevant mailbox or folder name and select **permissions**

- 2

Select the mailbox or person you would like to remove and click the **bin icon** 



- 3

When you have removed the permissions, click **ok**  at the bottom of the window

Your mailbox name will still appear on the left side of the person’s Mail screen until they choose to remove it however they will not be able to access it

Managing a shared mailbox

Opening shared mailboxes

A shared mailbox, sometimes referred to as a generic mailbox, is a separate mailbox to your own that is used by multiple people. For example a district nursing team may have a shared mailbox for incoming referrals that the entire team has access to so anyone on duty can read or action the email. All shared mailboxes must have a nominated owner who is accountable for the mailbox and has the ability to delegate access to others

When you open a shared mailbox, it will appear in a new tab in your internet browser, meaning you will be able to access your own mailbox at the same time

To create a shared mailbox you should contact your Local Organisation Administrator

To open a shared mailbox:

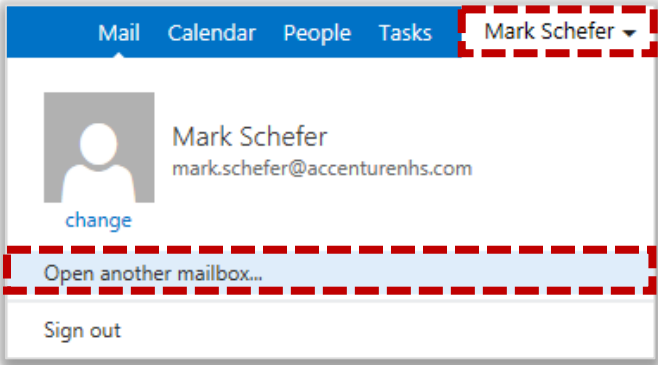
1

Click **your name** at the top right of the screen and select **Open another mailbox**

2

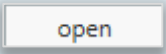
Type the **name** of the mailbox you want to view in the **search bar**

open another mailbox



You may need to search the Directory if the shared mailbox details do not automatically appear in the search window

3

Select the correct mailbox and click **open**  and the mailbox will open in another tab on your internet browser

When the mailbox opens in another tab in your internet browser, the original tab with your mailbox open will also stay open

You need to be added to the group of users for any shared mailbox or calendar before you can access and use it

When you sign out of you own mailbox, you will automatically be signed out of any shared mailboxes as well

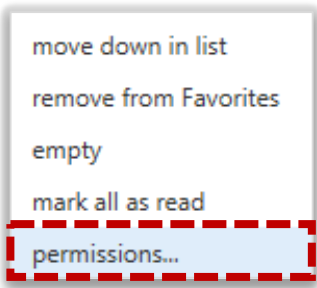
Managing a shared mailbox

Removing access to a shared mailbox


You can remove someone’s access to a shared mailbox that you own. To remove someone from a shared mailbox:

- 1

Right click on the shared mailbox and select **permissions** from the drop down list

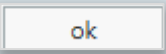


- 2

Click on the **name of the person** whose access you want to remove and click the **bin icon**  at the top of the window

If you think you may want to re-add this person at a later date, you can set their permission level to none

- 3

Click **ok**  at the bottom of the window and this person will no longer have access to the mailbox

The shared mailbox name will still appear on the left side of the person’s Mail screen until they choose to remove it however they will not be able to access it