

Generic Accounts

[Generic Accounts](#)

[How do I log into my generic account?](#)

[Set up mail delegation for a generic account](#)

[Send email on behalf of your generic account](#)

[How messages appear to recipients from the generic account](#)

[Send email as your generic account without any reference to your personal account:](#)

[Set up sharing for the calendar or delegated access](#)

[Set up delegation of the generic account contacts](#)

[What you can do with delegated contacts](#)

How do I log into my generic account?

Since generic accounts do not have access to my.ryerson and the “Apps” tab, in order to log into Gmail or other Google Apps for this generic account you must do the following:

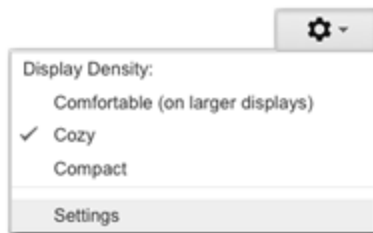
1. Visit: **gmail.ryerson.ca** (or **calendar.ryerson.ca** to go directly to the calendar)
2. log in with the generic account’s user name and my.ryerson password

* If you do not know the password for this generic account, you (as the owner of the account) can reset it by visiting **my.ryerson.ca** with your own user name and password and by clicking on “**Manage My Online Resources: Self-serve password change and resource requests**” in the Self Serve Section. Here, you will be able to change the password for all generic accounts that you are listed as the owner for.

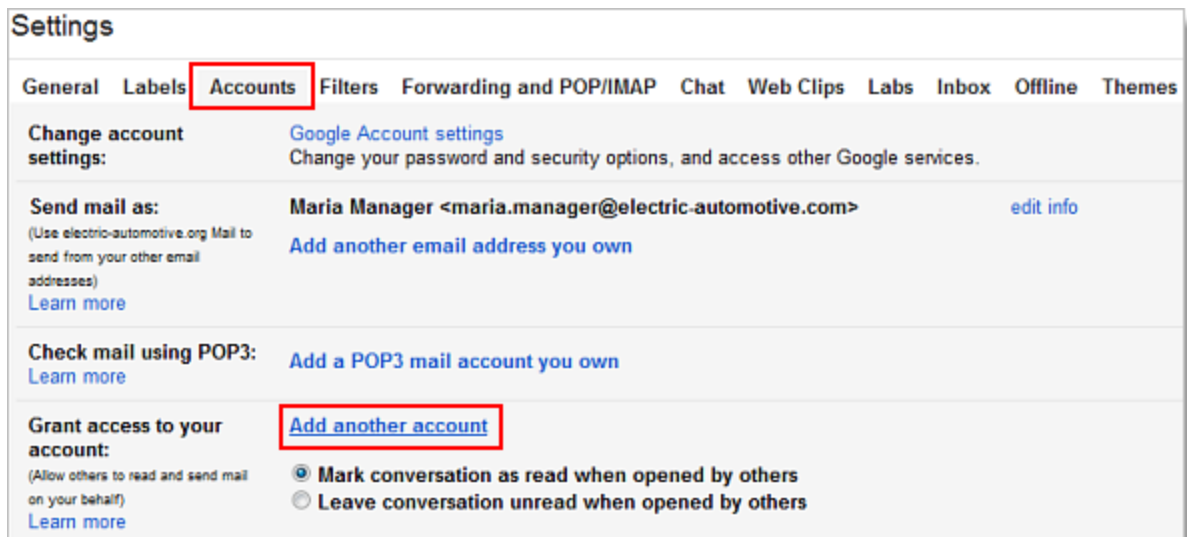
Set up mail delegation for a generic account

Before you can manage your generic account’s email (or any other employee's email), you must first gain access to the Gmail account, as follows. You as the owner of the account can do the following:

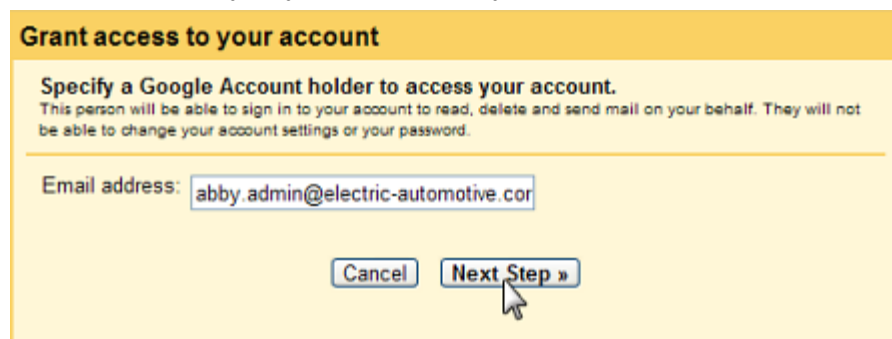
1. Log in to the generic account's gmail by visiting gmail.ryerson.ca and entering the username and password.
2. In the generic account's Gmail window, select **Settings** from the gear drop-down.



1. Click the **Accounts** tab, and then, under **Grant access to your account**, click **Add another account**. (You can also choose to mark conversations as read or unread when delegates open them.)



1. In the **Email address** field, type your personal Ryerson email address, and then click



Next Step.

1. In the confirmation message box, click **Send email to grant access**.
2. Log in to *your* personal Gmail account.
3. Open the confirmation email, and then click the acceptance link to activate delegated Gmail.

Congratulations! You now have access to your generic account's Gmail account. You can flip between accounts by clicking on your own account name, drop down arrow in the top right corner of your Gmail account.

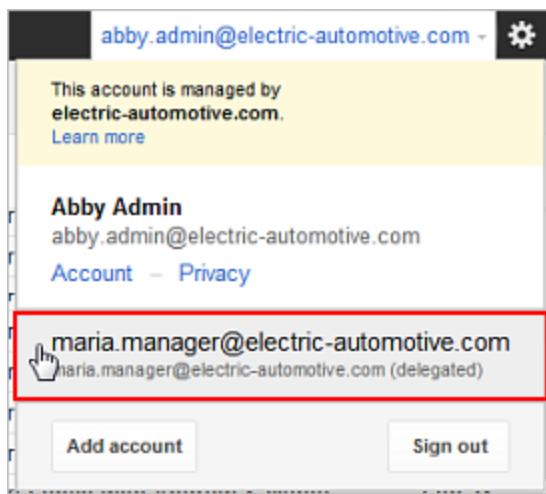
Repeat the steps above to add any other person delegate access to this generic account's email.

Note: There may be a delay of up to 1 hour before the delegation changes take effect.

Send email on behalf of your generic account

After you set up access to your generic account's Gmail, you can access that account from your own account. Here's how:

1. Log in to your personal Gmail account.
2. In the upper-right corner of the page, click your email address, and then select your generic account's address from the drop-down menu. For example:

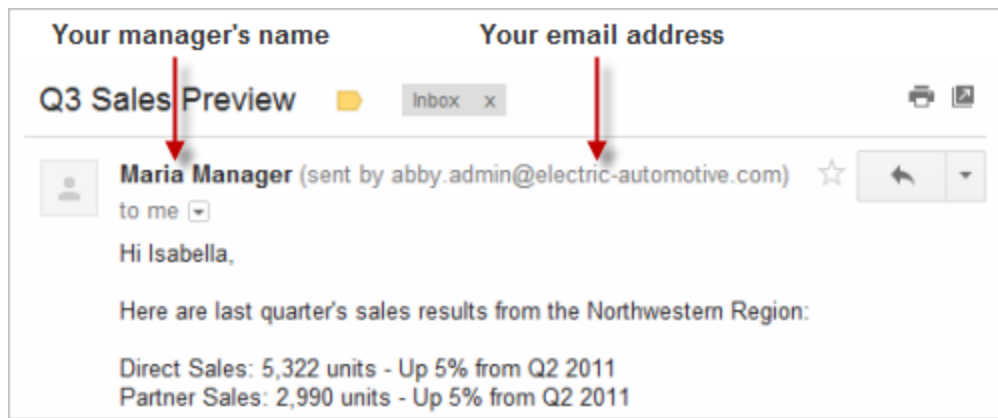


1. A new Gmail window (or tab, depending on your browser) opens, showing your generic account's email inbox. You can now send messages and manage email on behalf of the generic account.

How messages appear to recipients from the generic account

When you send a message using your generic account, the message is listed in the recipient's Inbox as sent by the generic account. In the message itself, however, recipients see you personally sent the message on behalf of the generic account:

Here's an example:

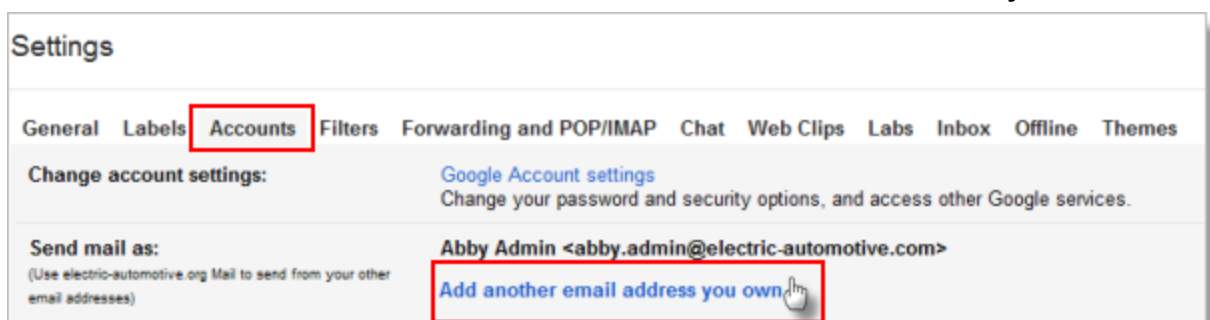


If you don't want your name to appear at all.....

Send email as your generic account without any reference to your personal account:

There might be some occasions and specific generic accounts where you need emails to appear to be sent directly from your generic account without showing your address at all. *With the permission of the owner of the generic account*, you can do this by adding the generic account's email address as an alternate email address to your own Gmail account. Here's how:

1. Log in to your Gmail account.
2. Select **Settings** from the gear drop-down.
3. Click the **Accounts** tab, and under **Send mail as**, click **Add another email address you own**.



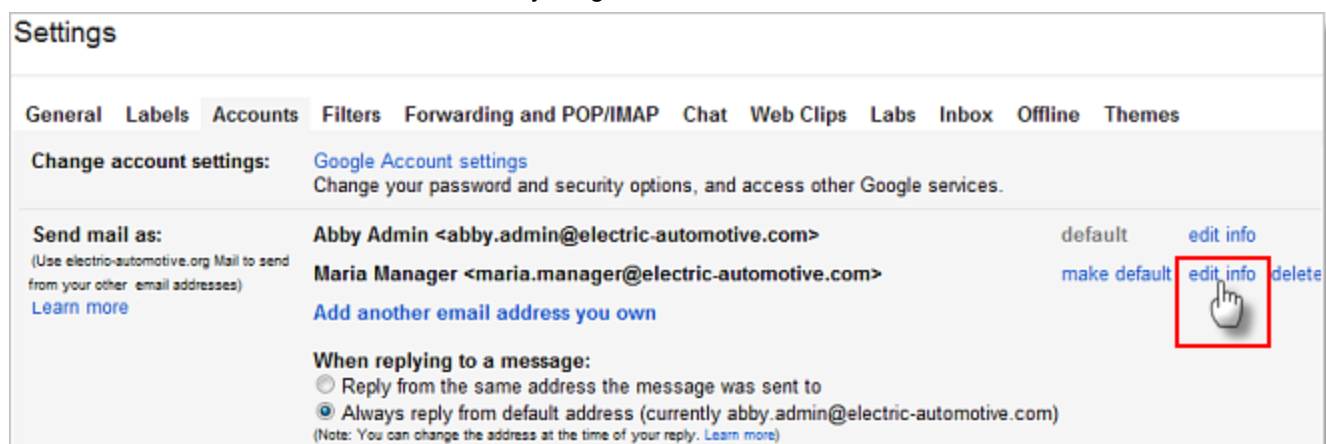
1. In the **Name** box, replace your name with the generic account's name.
2. In the **Email address** box, enter the email address of the generic account
3. Uncheck the **Treat as an alias** box.
4. If you want replies to go to your own email account (instead of the generic accounts), click **Specify a different "reply-to" address**.
5. Click **Next Step**.
6. Select the radio button for **Send through (your domain) Ryerson Mail (easier to set up)**.
7. Click **Next Step**.
8. Click **Send Verification**.
9. Have the owner of this generic account log in to the Gmail account and click the verification link to complete the setup process.

After you've added the generic account's email address as an alternate email address for your own account, you can send mail that appears to be directly from the generic account Here's how:

1. Log in to your own personal Gmail account.
2. Click **Compose Mail**.
3. To the right of **From**, select your generic account's email address from the drop-down list.
4. Compose your message as usual. *Make sure to replace your own signature (if present)*

Note: Unless you specified a different "reply-to" address when adding your generic account's email as an alternate email, replies to messages sent using this method will go to your generic account's email not your own inbox. If you later decide you want replies to go to your own account, here's how to update your settings:

1. Select **Settings** from the gear drop-down.
2. On the **Accounts** tab, click **edit info** next to your generic account's email address.



1. Click **Specify a different "reply-to" address**.

Edit email address

Edit information for maria.manager@electric-automotive.com
(your name and email address will be shown on mail you send)

Name:

Email address: maria.manager@electric-automotive.com

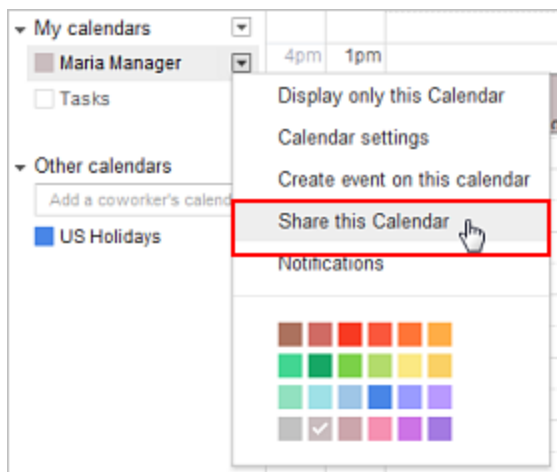
☐ Treat as an alias. [Learn more](#)

[Specify a different "reply-to" address](#) (optional)

1. Enter your own email address in the **Reply-to address** field.
Click **Save Changes**.

Set up sharing for the calendar or delegated access

1. The owner of a generic account must log into the Google Calendar for this generic account (visit calendar.ryerson.ca directly) **Note:** If you do not know the password for this generic account, it can be reset only by the owner of this account. The owner can change it by visiting my.ryerson.ca logging in with his or her own username and password, clicking on the "Manage my Online Resources" link in the Self Serve section where they can find the option to change the password.
2. In the generic account's calendar, go to the **My calendars** section, and click the down arrow that appears to the right of the generic account's name.
3. Select **Share this calendar** from the drop-down.





1. In the **Person** field, type your primary email address along with the email address of anyone else you would like to share this calendar with.
2. In the drop-down menu, select the appropriate permission, and then click **Save**.
 - **Make changes to events** lets people edit the calendar
 - **Make changes AND manage sharing** lets you edit the calendar's sharing options, too. (This is a good setting for the owner since they can then share the generic account's calendar directly)

If you have **Make changes AND manage sharing** access to the generic account's calendar, you'll now see this calendar in your own account in the **My calendars** list on the left.

If you have **Make changes to events** access to the generic account's calendar, you'll now see this calendar in your own account in the **Other calendars** list on the left.

Set up delegation of the generic account contacts

1. Open the [Contacts Manager](#). Make sure you are in the generic accounts Contact Manager. If not, please try signing in [using incognito mode in Chrome](#).
2. At the top left, click Menu  > More  Delegate access.
3. In the Invite people box, type the name or address of the person you want to give permission to manage your contacts.
4. You can enter up to 25 names, separated by commas. You can only delegate your contacts to other Ryerson Google Account holders.
5. Click Send. The users you invited can now access your Contacts group.

What you can do with delegated contacts

You can:

- Add new contacts with the Create contact or New contact buttons
- Edit contacts in the delegated contacts list
- Delete contacts from the delegated contacts list

You can't:

- Print contact information
- Import contacts
- Export or forward contacts
- Find and merge duplicates
- Undo changes
- Manage labels for delegated contacts
- Get delegated contacts to autocomplete in Gmail or other Google services

More information on Contacts delegation can be found here:
<https://support.google.com/contacts/answer/2590392>