DELEGATED ACCOUNTS TIPS SHEET

Certain shared mailboxes will become Delegated Mailboxes in Google.

Mail delegation allows a delegate to read, send, and delete messages from within the shared mailbox. Email actions such as labeling and filtering can be completed within the delegated account by following the same steps as within an individual account.

How to Access the Mailbox

Access to a Delegated Gmail Inbox is handled by your IT department. To check that you've been appropriately granted access to your Team's Delegated Gmail Inbox, first log into your Google Workspace account and access Gmail as normal.

You can then:
1. Click on your profile circle in the upper right-hand corner of Gmail.
2. Next, click the link to access the Shared Team Mailbox, which should be indicated with a "(delegated)" next to its name in the dropdown and a key over the profile image.
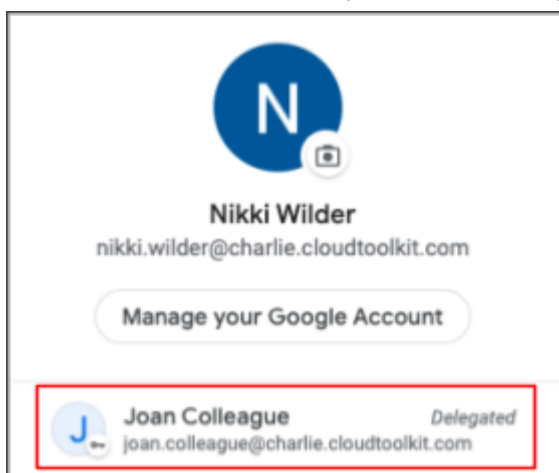
Note: A view of your team's delegated Gmail Account will open in a new tab in your browser.

How to Send as the Mailbox

Sending from within the delegated account:

Emails can be composed from within the delegated account in the same manner as within an individual's account by clicking the Compose button in the top left.

Note: The owner of the delegated account can choose to have emails sent from within the delegated account appear to the recipient as "From the Shared Mailbox (sent by the individual)." For example, if John Green was to send an email from within his team's ABC Team mailbox, it would appear to the recipient as "From ABC Team (sent by John Green)." The owner of the delegated account may also choose to not have the "sent by" appear.

Sending from within your individual Gmail:

Note: Messages sent this way will not be seen in the Shared Gmail account unless the Shared email account is Cc/Bcc'd on the email.

1. Set up your Gmail account:
2. Add the address from within your individual Gmail account
3. On your computer, open Gmail.
4. In the top right, click Settings.
5. Click the Accounts tab.
6. In the "Send mail as" section, click Add another email address.
7. Enter your name and the address you want to send from.
8. **IMPORTANT!** Uncheck the box for "Treat as an alias."
9. Click Next Step.
10. Click Send Verification.
11. Confirm the address within the delegated account's Gmail.
12. Open the confirmation message and click the link.
13. When composing an email, select the Group address from the dropdown in the From field.

How to Access the Calendar

Delegated access to a mailbox does not automatically give a co-worker access to the calendar associated with the mailbox. Calendar permissions must be grated separately. If you already have permission to view the calendar, you can do so within your Google Calendar by selecting the checkbox next to the calendar name under either My calendars or Other calendars.
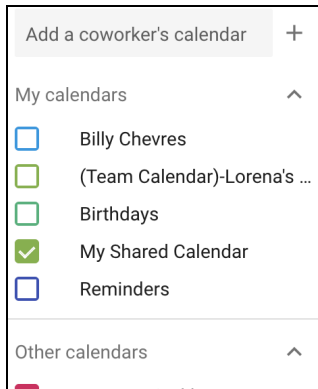
If you do not have access to the calendar and believe you should, please contact either the manager of the calendar or open a ticket with the access request.