

ITSC User Guide

Title:	Email Delegation
Version:	1.0
Description:	This guide shows how to delegate an email account (personal or functional) to another user, which is good for multiple user access to a single email account. For examples, secretary access to his/her supervisor email account, access to a shared account, etc.
Issued Date:	2021-08-19
Revised Date:	-

1. Delegating email account

	Steps	Screens	
1.	In the email account, please click on the ⁽³⁾ "Settings" icon on the top right-hand		
	side.	1-6 of 6 < >	31
		secure your acco 9:52 AM	0
		ses)": Click here A Aug 18	8
2.	Click on "See all settings".		
		Quick settings	×
		See all settings	
		DENSITY	



За.	In the Settings, please click "Accounts" tab.	
3b.	Scroll down until you see "Sender information", choose "Show this address only" (this will show the primary email address instead of the actual sender)	Add-ons Chat Advanced Offline Then Change account Google Account settings Change account Google Account settings Change your password and security options, and access oth Send mail as: ITSC Training Support <itsc-training@hsu.edu.hk> (Use The Hang Seng Add another email address Mail to send from your other email addresses)</itsc-training@hsu.edu.hk>
Зс.	In "Grant aceess to your account:", click "Add another account".	Grant access to your account: Add another account acc (Allow others to read and send mail on your behalf) Add another account C Learn more Mark as read C Mark conversation as read when opened by others Leave conversation unread when opened by others b Sender information Show this address and the person who sent it ("sent by") e Show this address only (itsc-training@hsu.edu.hk)
4.	After you click on "Add another account" in the previous step, a window will pop up, please input an email address that you want to grant access to this email. * Please take note, you cannot grant access to an account that is not within the organization. Click "Next Step" when you finish	M The Hang Seng University of Hong Kong Mail - Grant access to your account - Googl — mail.google.com/mail/u/3/rui=2&ik=0d1393cd14&gisver=bizOP75A.enUNKNOWN&cbl Grant access to your account Specify a Google Account holder to access your account. This person will be able to sign in to your account to read, delete, and send mail, and edit Gmail settings on your behalf. They will not be able to modify your Google Account settings nor change your password. Email address: Cancel Next Step >
5.	You will redirect to a confirmation page, please click "Send email to grant access".	Are you sure? You are about to grant carlong@hsu.edu.hk access to your mail. You will be able to revoke this later. In order to complete this process, we need to send carlong@hsu.edu.hk a confirmation email to accept access. After accepting access to your account, they will be able to open your account. a carlong@hsu.edu.hk can access your mail using HTTPS only. Cancel Send email to grant access Granted A confirmation request has been sent to carlong@hsu.edu.hk. Once they accept the request, they will have access to your mail. You can always revoke this later.



6.	You will see the account you just added shows up with ponding status	Grant access to your account: (Allow others to read an carlong@hsu.edu.hk pending delete
A confirmation email will sent to the recipient to confirm the access.	A confirmation email will be sent to the recipient to confirm the access.	send mail on your behalt) Add another account Learn more Mark as read Mark conversation as read when opened by others Leave conversation unread when opened by others

2. Using a delegated account

	Steps	Screens
1.	After receiving the confirmation email created by above steps, click the link to accept the request.	ITSC has granted you access to their The Hang ■ ☑ Seng University of Hong Kong account accept or deny? D Inbox × Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Hang Seng University of Hong Kong 10:12 AM (31 minutes ago) ☆ ☆ Image: The Amage: Seng Comparison of the Senge: The Senge Comparison of the S
2.	Once you click on the accept request link, you will redirect to the confirmation page. Please click "Confirm".	Confirmation Please confirm viewing and sending messages on behalf of itsc-training@hsu.edu.hk. Click here to return to your The Hang Seng University of Hong Kong account: https://mail.google.com . Confirm Confirm Confirm Count Hang Seng University of Hong Kong Home - Privacy Policy - Program Policies - Terms of Use - Google Home
		Confirmation Success! It may take up to 30 minutes for the verification to complete. Then you can view and send messages on behalf of itsc-training@hsu.edu.hk. Click here to return to your The Hang Seng University of Hong Kong account: https://mail.google.com . Except Google - The Hang Seng University of Hong Kong Account: https://mail.google.com .



3.	You will see an account is added to your list with "Delegated".	Active Active ⑦ ③ III IIII IIII IIII IIII IIII IIII IIII IIII IIII IIIII IIII IIII IIII IIIII IIIII IIII IIII IIIII IIII IIII IIIII IIIIII IIIIIIII IIIIIIIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
	You can click on the area to switch to the shared account.	C
*Please take note, you can only access to the delegated account's email only. All other Google services are		Carlo NG (ITSC) carlong@hsu.edu.hk Manage your Google Account
	unavailable (e.g., Google drive, Calendar)	ITSCTraining Support Delegated itsc-training@hsu.edu.hk Delegated Add another account Delegated
4.	You can send/read emails using the delegated account after switching.	Image: Second
		New Message Sign out 21 7:16 To Subject Privacy Policy + Terms of Service
		21 3:22
		etails or
		$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$



5.	5. Users receiving the email from the delegated account will NOT see the actual identity of the sender, instead, only the delegated email address is shown.	Image: Active ▼ ⑦ Image: Bit	C
		Sent from delegate account	
	In case you want to show the actual identity of the sender, change the setting as shown in step 3b under section 1.	ITSC Training Support to me ▼ Sent from delegate account Best Regards, ITSC Training and Support Team The Hang Song University of Hang Kong	© 0 1
		← Reply ← Forward	+