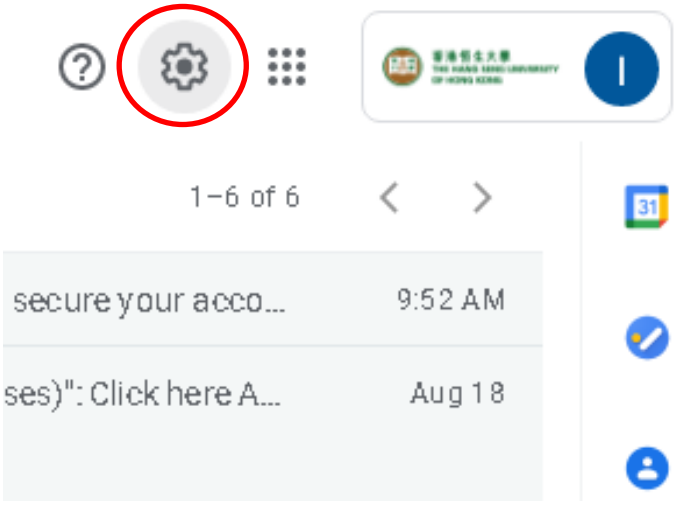
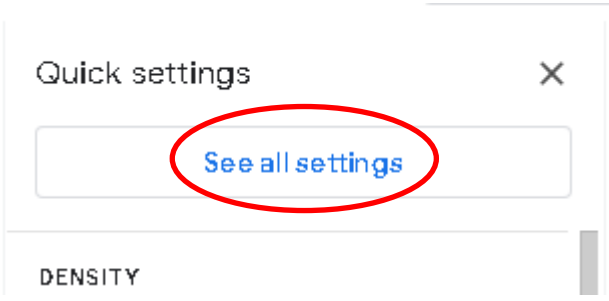
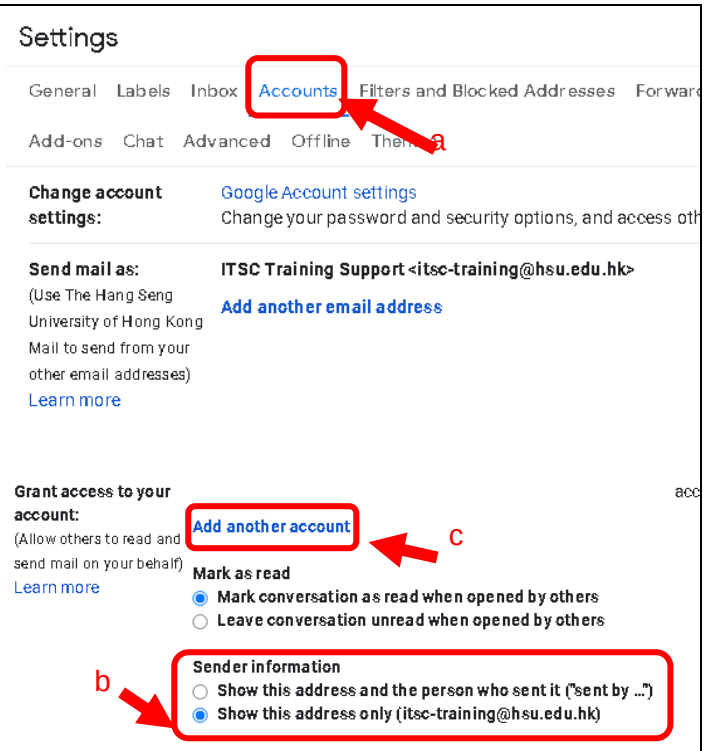
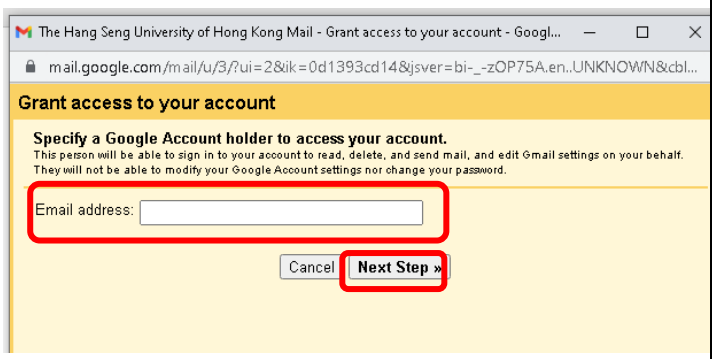
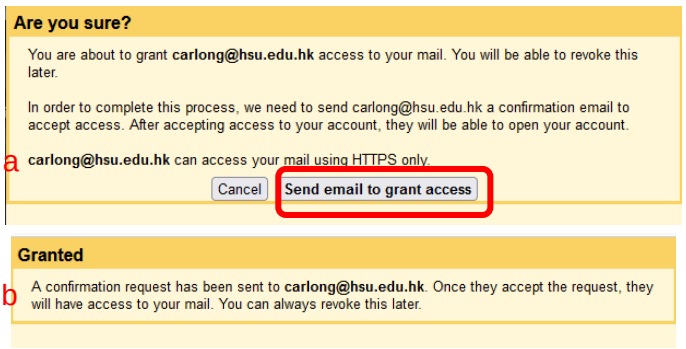
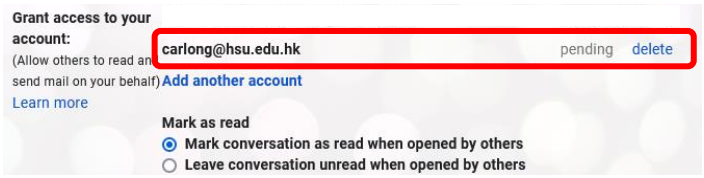
ITSC User Guide

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:	-

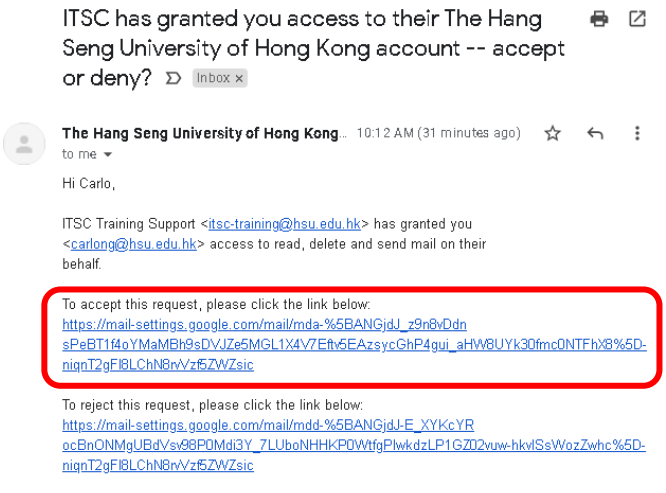
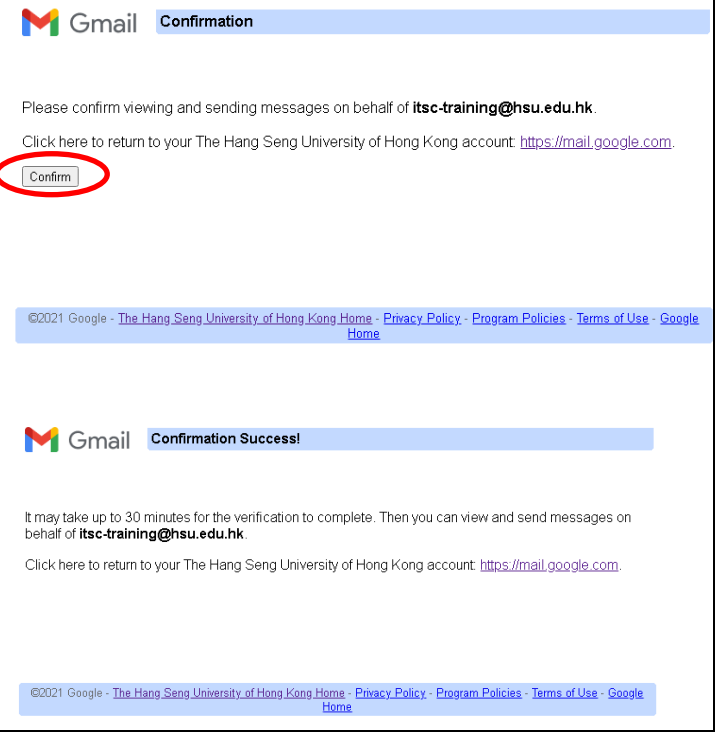
1. Delegating email account

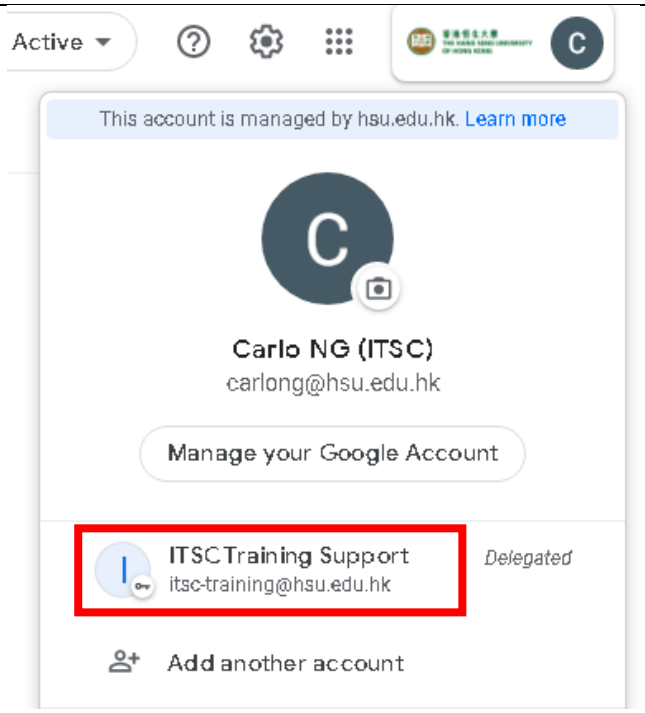
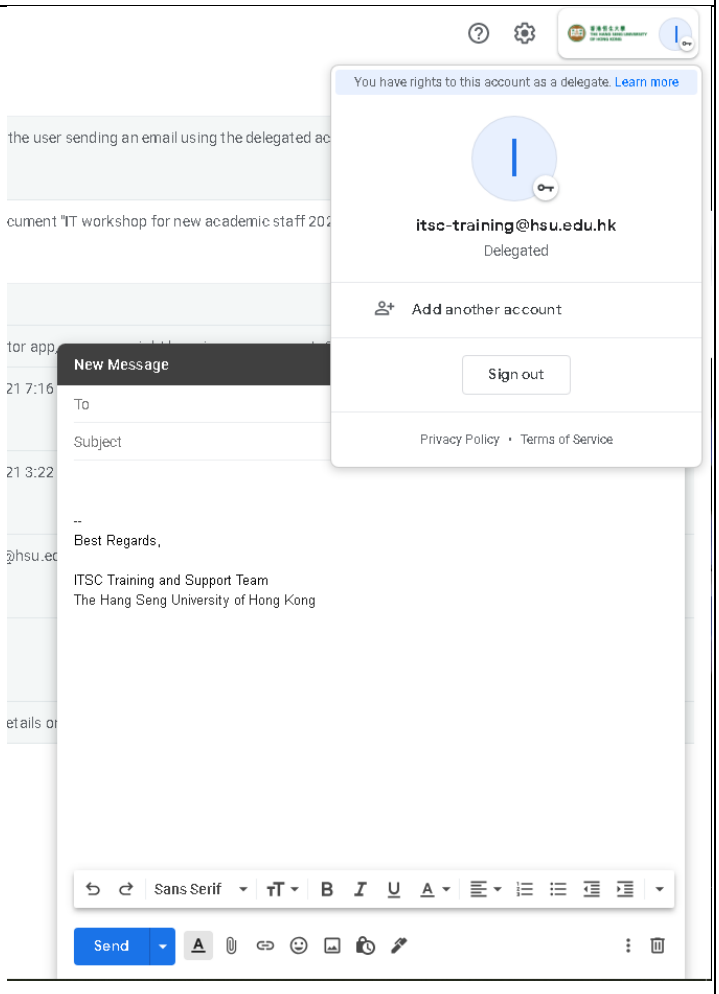
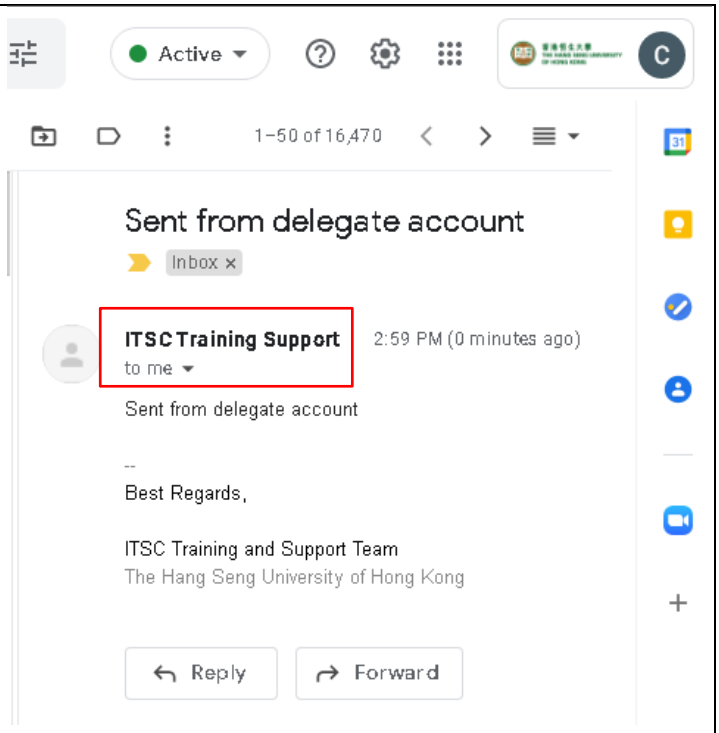
	Steps	Screens
1.	In the email account, please click on the "Settings" icon on the top right-hand side.	
2.	Click on "See all settings".	

3a.	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)**	
3c.	In “Grant aceess to your account:”, click “Add another account”.	
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	
5.	You will redirect to a confirmation page, please click “Send email to grant access”.	

6.	You will see the account you just added shows up with pending status. A confirmation email will be sent to the recipient to confirm the access.	

2. Using a delegated account

	Steps	Screens
1.	After receiving the confirmation email created by above steps, click the link to accept the request.	
2.	Once you click on the accept request link, you will redirect to the confirmation page. Please click “Confirm”.	

3.	You will see an account is added to your list with "Delegated". You can click on the area to switch to the shared account. ***Please take note, you can only access to the delegated account's email only. All other Google services are unavailable (e.g., Google drive, Calendar…)**	
4.	You can send/read emails using the delegated account after switching.	

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. In case you want to show the actual identity of the sender, change the setting as shown in step 3b under section 1.