Delegating Access to a Mail Account

You can delegate access to your mail account or a department mail account to 25 other users so they can read, send, and delete messages on your behalf or from the department account. The designated user can also access the other account contacts by clicking the Contacts link. Designated users cannot change your account password or account settings, or chat on your behalf.

Since Department mail accounts are all new Smith Mail accounts you must log in the first time from the mail.smith.edu URL. If you changed your personal Smith Mail settings and turned on multiple users that will not bring you to the Smith Mail log in screen. If you are already logged in as yourself then open another browser to login.

Delegating Access

1. Click the gear icon 🛡️ in the upper-right by the account address and select Mail settings.

2. Click on the Account tab to change the settings.

3. Under 'Grant access to your account,' click the Add another account link.
4. The Grant access to your account screen appears. Enter the email address of the person you’d like to access your account. This field does not use the auto complete feature. Click Next Step. You can only enter a Smith Mail address. This must be done one at a time.

5. You’ll see this confirmation message. Click Send email to grant access.

6. The delegated user will receive a verification email explaining that you’ve delegated access to them.

Note: Call the user to let them know they are about to receive and email that you have delegated them access to an account. They need to follow the instructions in the message to accept these permissions.
7. To see if the delegated user has confirmed access to your account, look back at the **Accounts** tab for a list of users.

Any messages the delegated user sends from your account or a department account will have the original account name listed in addition to the sender’s name, so they'll show the sender as: **Account Name (sent by Delegate)**.

We are hoping next week you will receive information about your moodle account.

Liane
Remove delegated access to your account

If you no longer want to grant somebody else access to your account, follow these instructions:

1. Click the gear icon in the top right corner of your mail account and choose Mail settings.
2. Click the Accounts tab.
3. In the "Grant access to your account" section, click delete on any account you want to remove.

Accessing a Delegated Account

If someone has granted you access to another account, you will receive an email message with the Subject Line: User has granted you access to their Smith Mail Account. This requires your immediate action to accept the delegated account. It may take 30 minutes or more for the Google System to complete the process before you have access.

1. After a 30 or 40 minute wait, you will have to log out and back in to your account.
2. Click the down-arrow next to your email address in the upper-right corner.
3. Click Switch account.

4. Choose the delegated account you would like to use.
5. Your account did not close another Mail Tab appeared in your browser. You can work between the two accounts from the two tabs at any time.