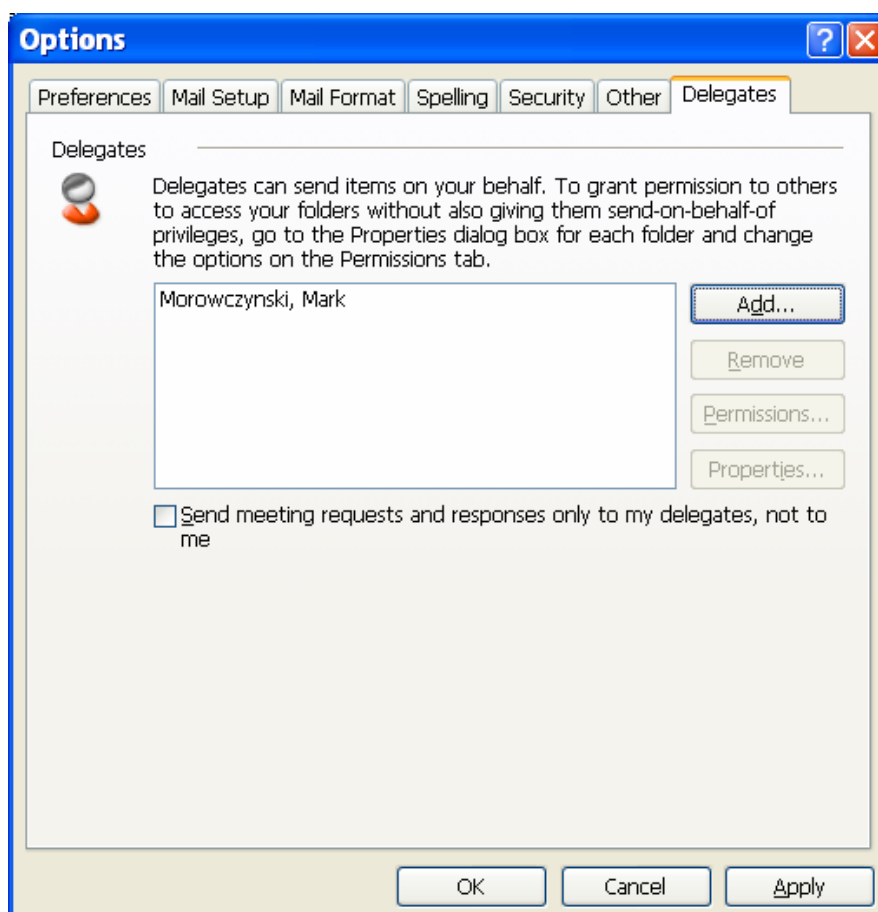


DELEGATE ACCESS PERMISSIONS

A Delegate is someone granted permission to access another person's folders, create items, and respond to requests for that person. The person granting delegate permission determines the level of access based on a role.

Role	Permissions
Author	Ability to read and create items, and modify and delete items you create. For example, a delegate can create task requests and meeting requests directly in the manager's Task or Calendar folder, and then send either item on the manager's behalf.
Editor	Ability to do everything an Author can do, plus modify and delete the items the manager created.
Reviewer	Ability to read items; for example a delegate with Reviewer permission can read messages in another person's Inbox .



SEND AS VS SEND ON BEHALF OF

There are actually two different permissions that let you send from another mailbox, “send as” and “send on behalf of.”

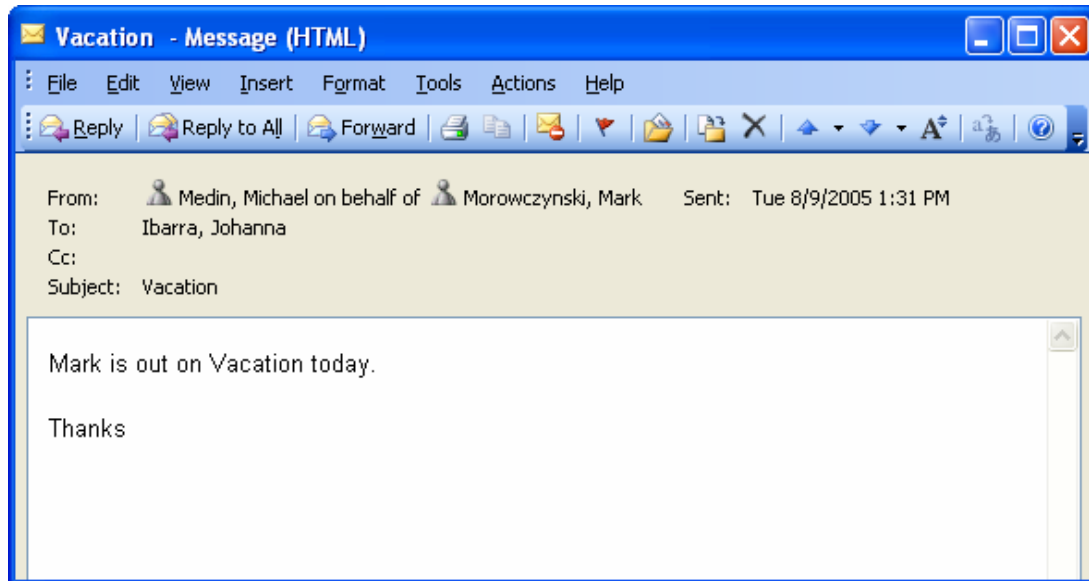
The Delegates tab grants "Send on Behalf Of" permission. When you “send on behalf of,” sent messages contain both the manager's and delegate's names. Message recipients see the manager's name in the Sent On Behalf Of box and the delegate's name in the From box.

The other similar permission, which can be granted only by the network administrator, called “send as.” The major difference is that the “send as” permission hides the name of the actual sender. When Michael Medin uses his “send as” permission to send a message as Mark Morowczynski, recipients see only Mark Morowczynski on the From field. There is no indication that Michael Medin actually sent the message.

On the other hand, if Michael Medin has only “send on behalf of” permission, recipients will see Mark Morowczynski's name in the From column in the Information Viewer but both Michael Medin’s name and Mark Morowczynski’s name on the incoming message, as shown below.

Do not use the Delegates tab in either of the following situations:

- You want to grant a user permission to view folders but do not want to grant "Send on Behalf Of" permission.
- You want to give another user access to folders other than Calendar, Contacts, Inbox, Journal, Notes, or Tasks.



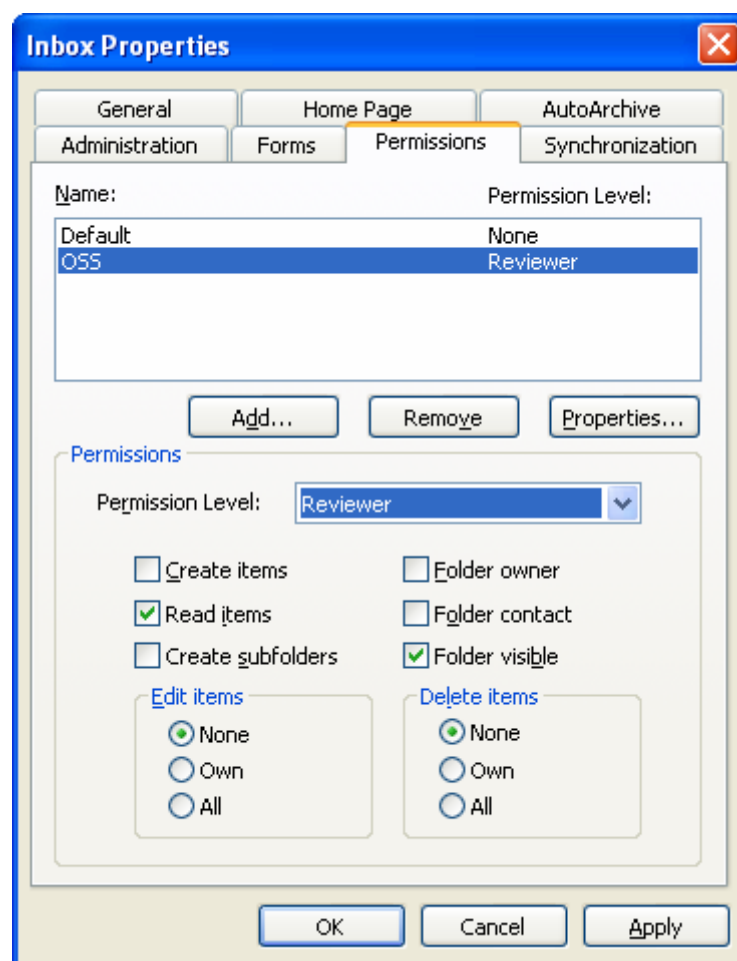
SHARING MAILBOX FOLDERS

Other users can be granted access to the [Outlook](#) folders in your own mailbox, either full access or permission to send messages using your e-mail address.

Role	Permission
Owner	Ability to create, read, modify, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels others have for the folder. (Does not apply to delegates.)
Publishing Editor	Ability to create, read, modify, and delete all items and files, and create subfolders. (Does not apply to delegates.)
Editor	Ability to create, read, modify, and delete all items and files.
Publishing Author	Ability to create and read items and files, create subfolders, and modify and delete items and files you create. (Does not apply to delegates.)
Author	Ability to create and read items and files, and modify and delete items and files you create.
Contributor	Ability to create items and files only. The contents of the folder do not appear. (Does not apply to delegates.)
Reviewer	Ability to read items and files only.
Custom	Ability to perform activities defined by the folder owner. (Does not apply to delegates.)
None	You have no permission. You can't open the folder.

Here are some examples where this might be useful:

- An executive assistant might be granted access to his boss's mailbox so that he can read and respond to any of her messages.
Members of a customer support group might share a Support mailbox to which help desk forms are sent and handle responses from that mailbox rather than from their individual mailboxes.
- A working group might share a group mailbox to which information requests are routed from the company's Web site. They might send responses from their individual mailboxes to establish a personal relationship with customers.



In these cases, you must handle access by granting permissions for individual folders.

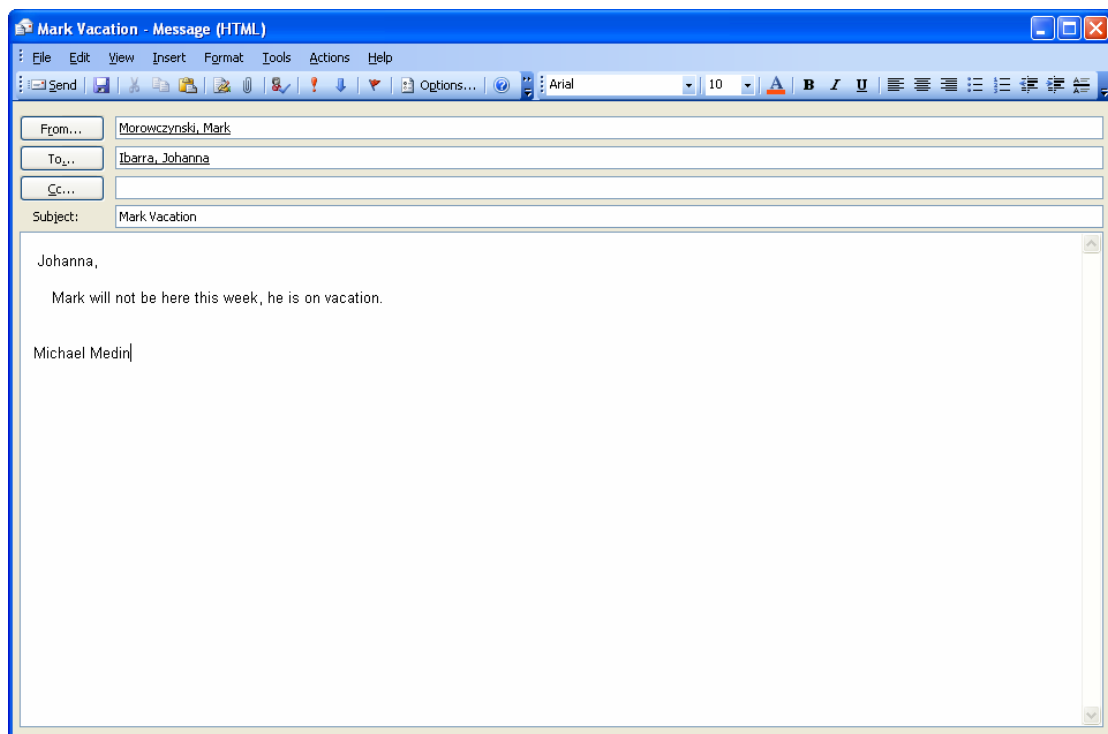
SENDING FOR ANOTHER USER

Regardless whether you have “send as” or “send on behalf of” permission for another user, the procedure for sending a message for that user is the same. After you start the new message, follow these steps:

1. If you use Word2003 as your Outlook E-mail editor, click down arrow next to menu bar item “Options” and select “From”.

If you have disabled Word2003 as your Outlook E-mail editor, click on menu “View,” select “From Field.”

2. Enter the name of person you're sending for in the From box, as shown (Or, click the From button to select the name from the Address Book.)



3. Complete and send the message as usual. If you don't have permission to send for this person, you'll get a message to that effect.

OPENING OTHER USERS' FOLDERS

Outlook provides two methods for opening another user's folders:

- Use File, Open Other User's Folder to open a single folder of another user
- Make another user's mailbox part of your own Outlook profile

For the most part, which you use depends on your role in working with the other folder. If another user uses the Delegates tab to give you access to see just one or two folders, then Open Special Folder is the technique you should use.

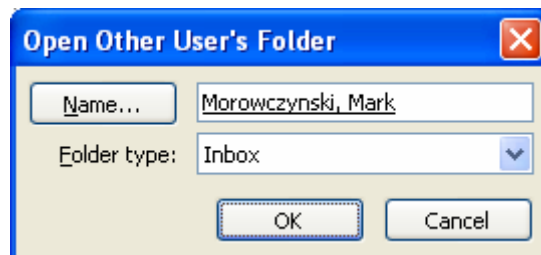
If, however, you regularly work with several folders — Inbox, Calendar, Contacts, and so on, as an assistant might for a boss, then it is more efficient to include that mailbox in your profile. If a mailbox is part of your profile, you can see it in the Folder List and can add its folders to the Outlook Bar.

You also need to use the second technique to access folders other than the Inbox, Contacts, Calendar, Journal, Notes, or Tasks.

USING THE OPEN SPECIAL FOLDER TECHNIQUE

To open a single folder from another user's mailbox,

1. Choose File, select “Open Other User’s Folder.”
2. In the Open Other User’s Folder dialog box, type the user's name in the box provided or click Name to choose from the Global Address List.



3. Choose the Folder you want to open, and then click OK.

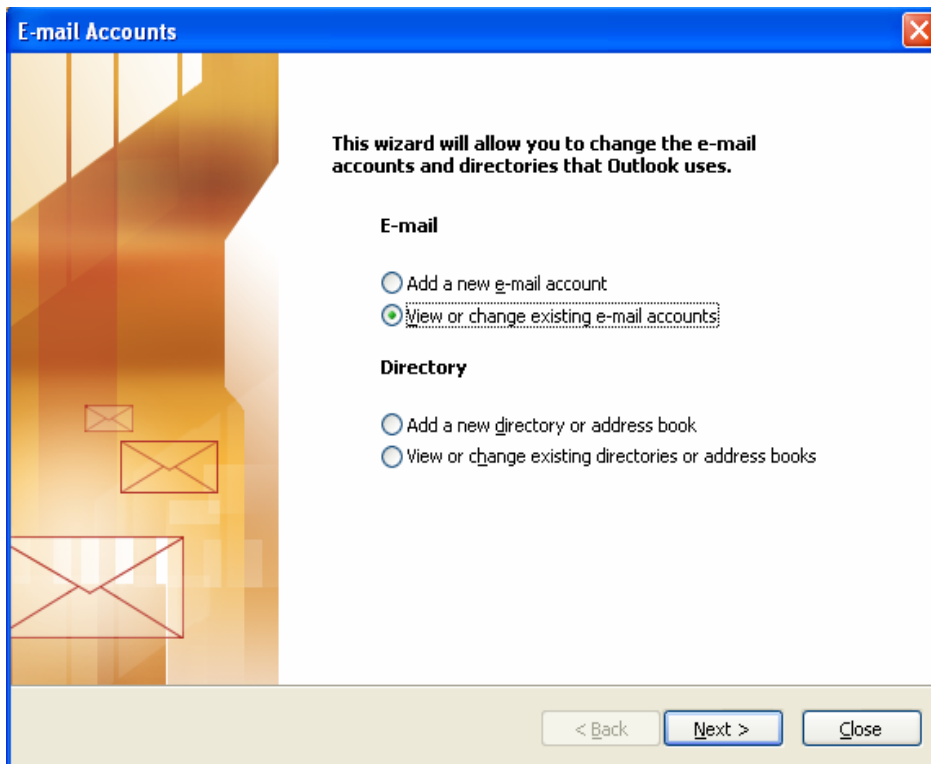
If the user has given you permission to open the folder, it will appear in its own Outlook window. If you do not have permission, you will get the message, "Unable to display the folder. The folder could not be found."

If you quit Outlook without closing the special folder, it will open automatically the next time you start Outlook.

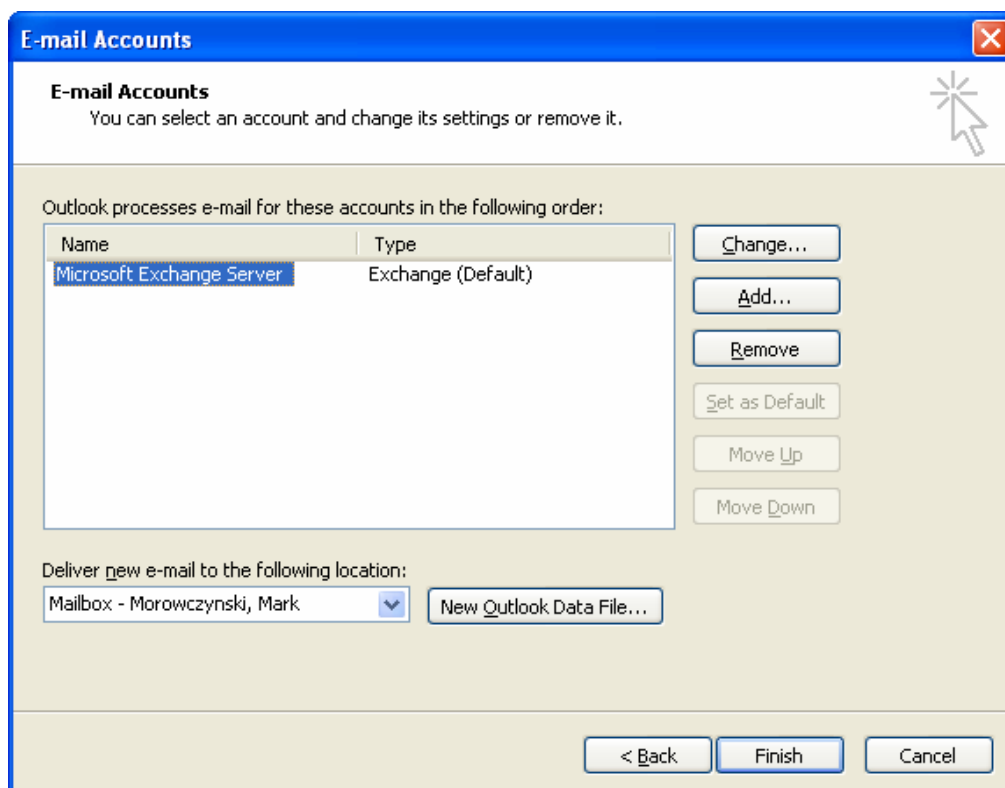
ADDING ANOTHER MAILBOX TO YOUR PROFILE

To add another mailbox to your profile, follow these steps:

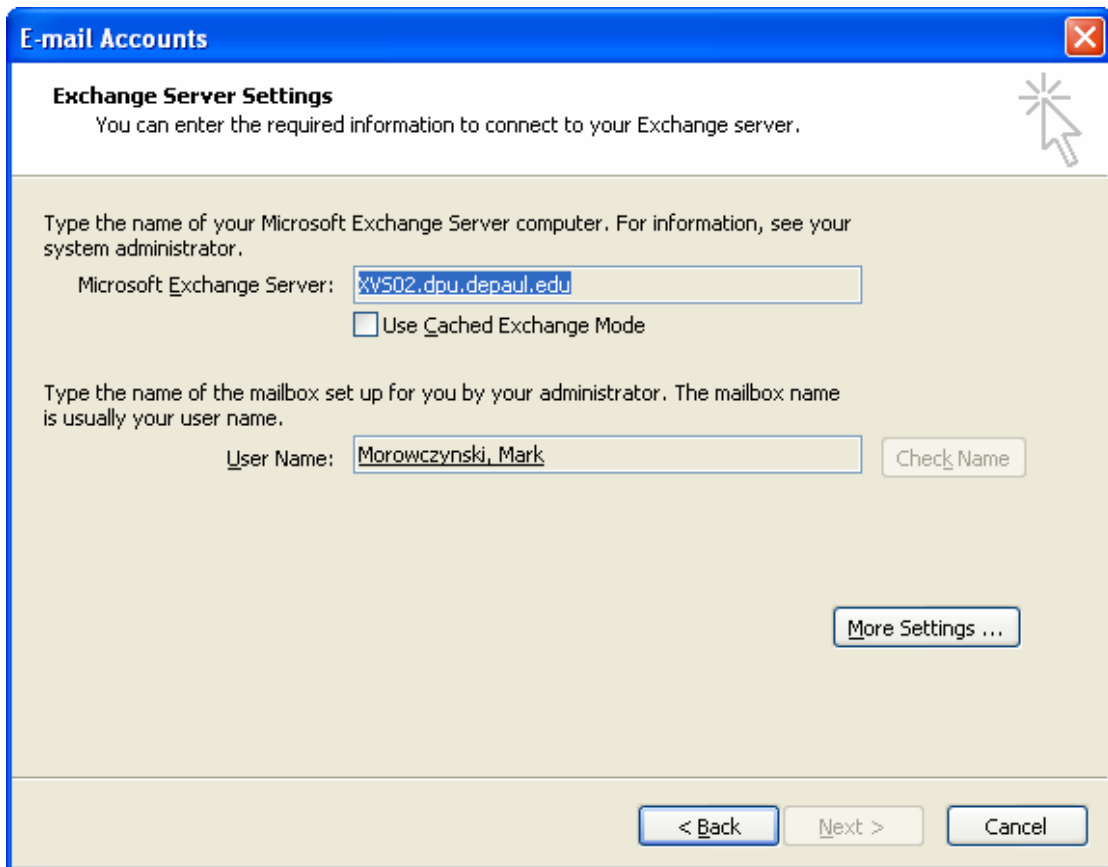
1. Choose Tools, select E-Mail Accounts.
2. Choose View or Change Existing E-mail Accounts and Click Next.



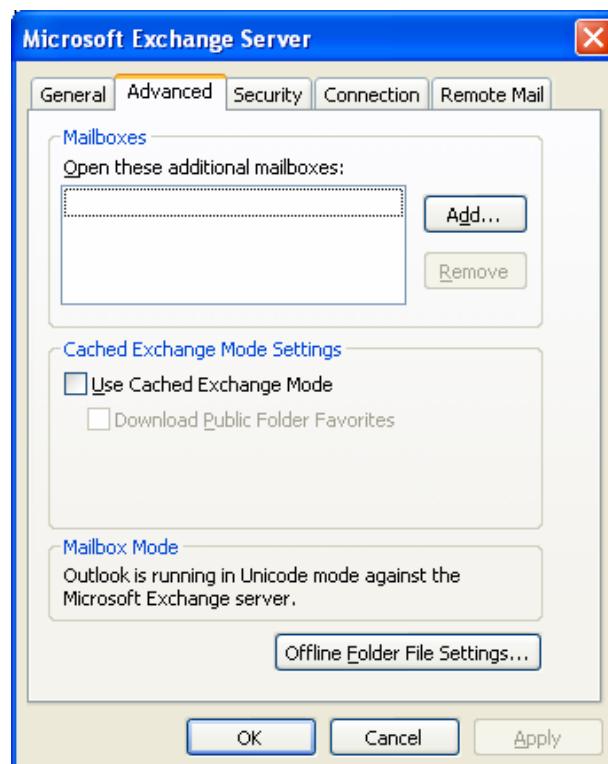
3. Select Microsoft Exchange Server. Click Next



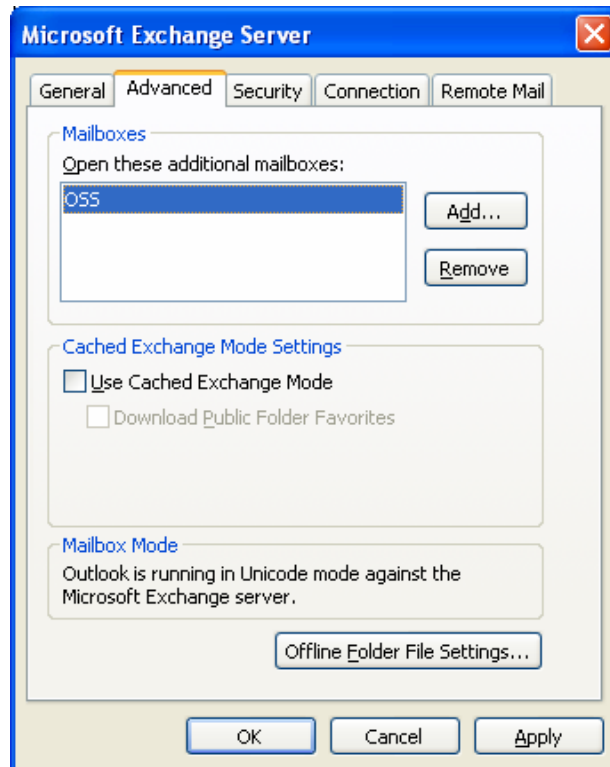
4. Select “Change”



5. Choose “More Settings” And select the “Advanced” tab.



6. In the Add Mailbox dialog box, enter the name of the mailbox you want to open, then click OK. Outlook will try to match the mailbox name against the Global Address List and, if successful, will add it to the Open These Additional Mailboxes list.



7. When you've finished adding mailboxes, click OK to return to the Information Viewer.
- When you add a mailbox to your profile, you get immediate access to it in the Folder List. It is not necessary to exit and restart Outlook.