

# FAU College of Medicine Support Center

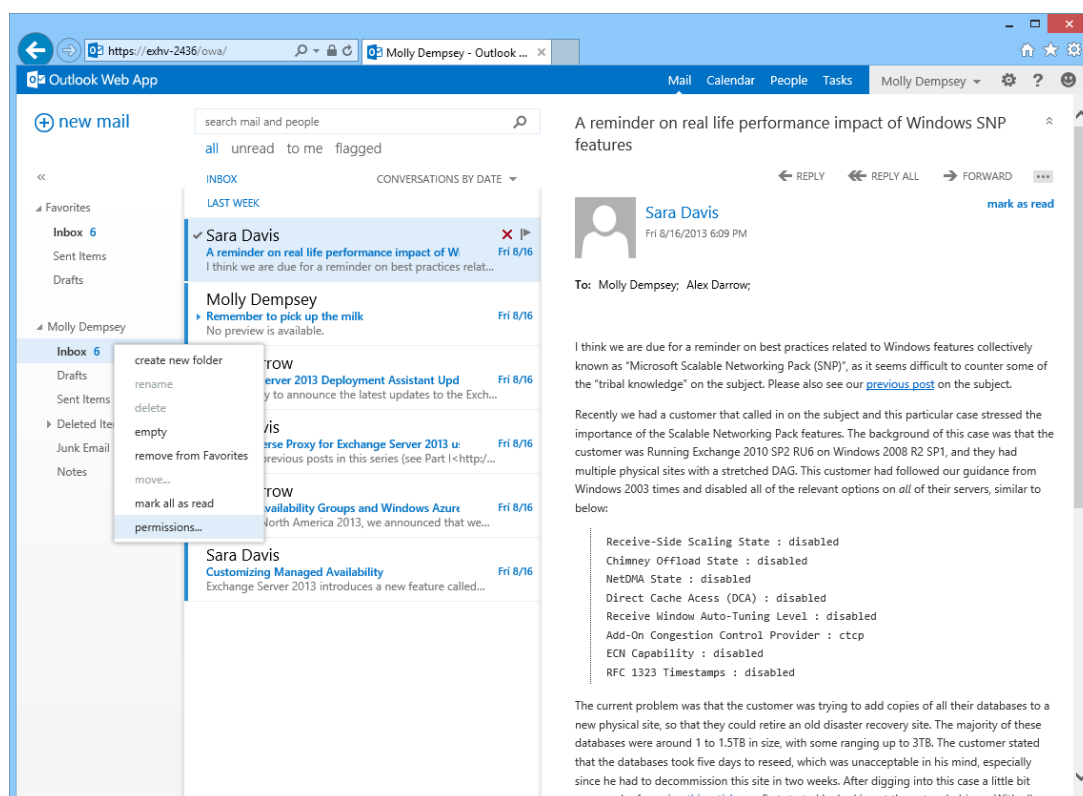
Knowledgebase > Email and Collaboration > Delegate email access to another user

## Delegate email access to another user

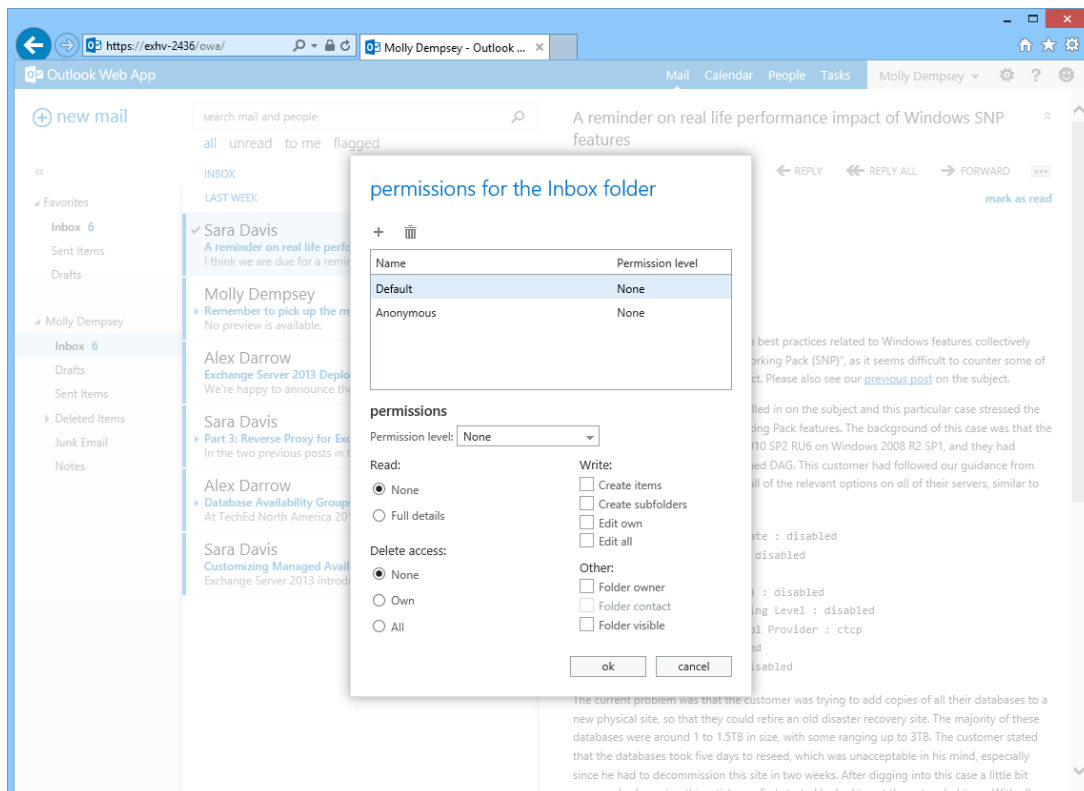
Brian - 2020-07-28 - Email and Collaboration

Molly is planning to take some time off from work and needs Alex to cover for her. With Outlook Web App, she can quickly and easily give Alex permissions to view and modify the messages in her mailbox.

To share one of her mail folders with Alex (her inbox, in this case), Molly just needs to right-click it and select “permissions.”

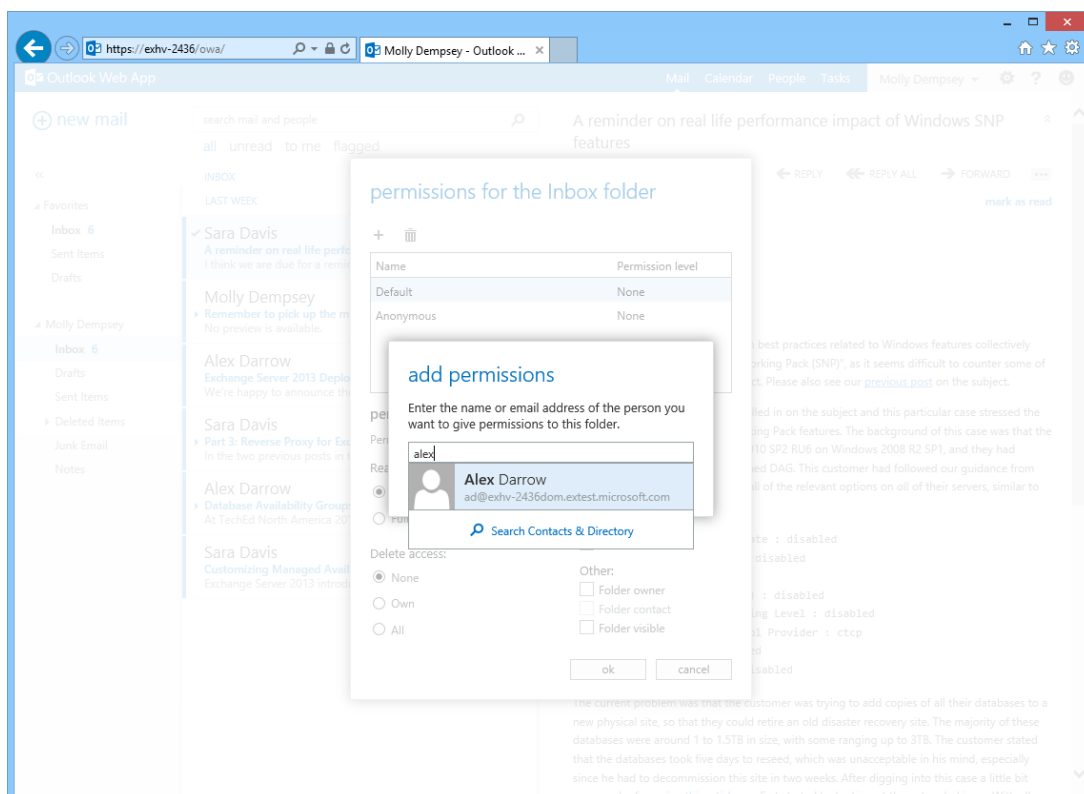


This brings up the folder permissions dialog box.

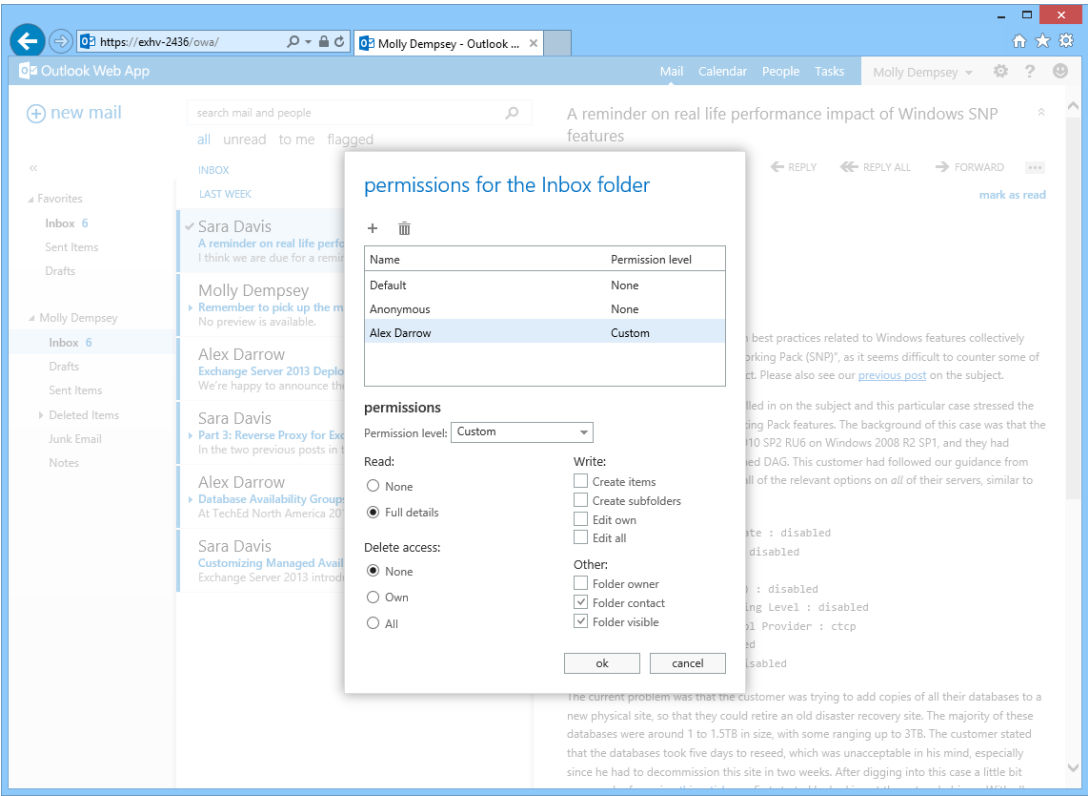


At the top of the dialog box is a list of people other than Molly who currently have permissions to view the folder. In this case, since this is the first time Molly's changed her folder permissions, there's no one in the list yet.

To give Alex permissions to her inbox, Molly clicks **the PLUS SIGN (+)** at the top left of the dialog box and then types Alex's name.

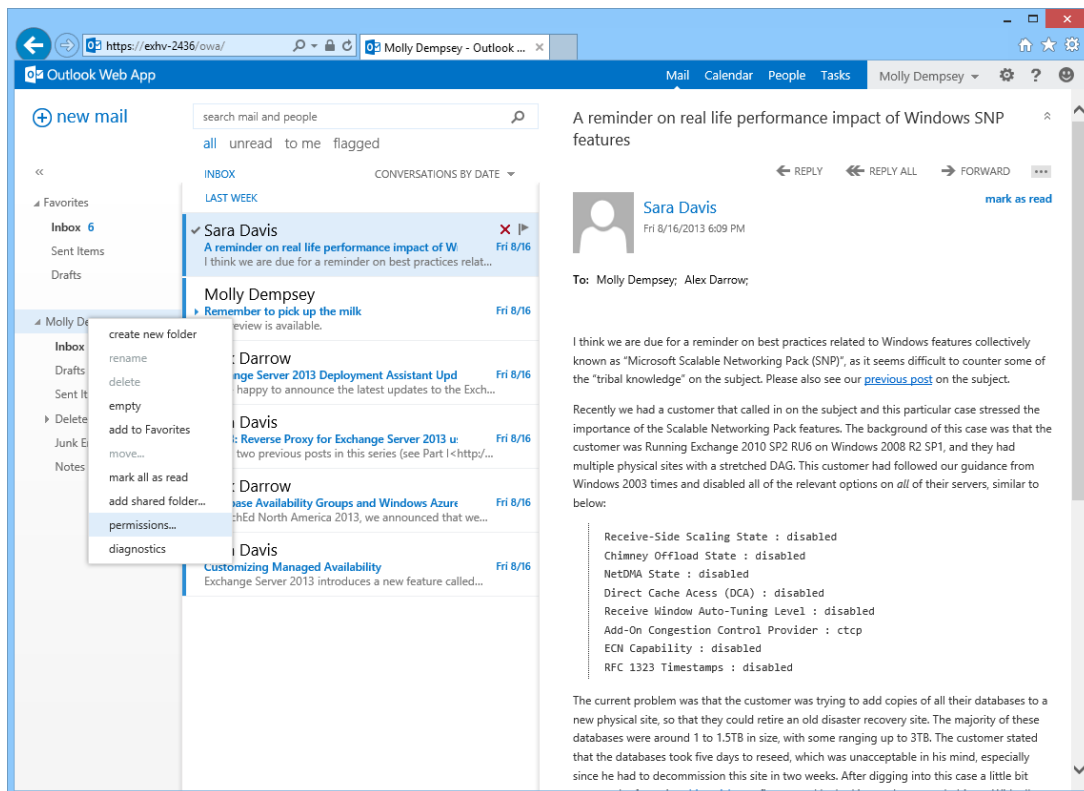


After selecting Alex and clicking **add**, Molly can choose from several predefined permissions settings in the drop-down menu or, if she prefers, she can configure custom permissions.



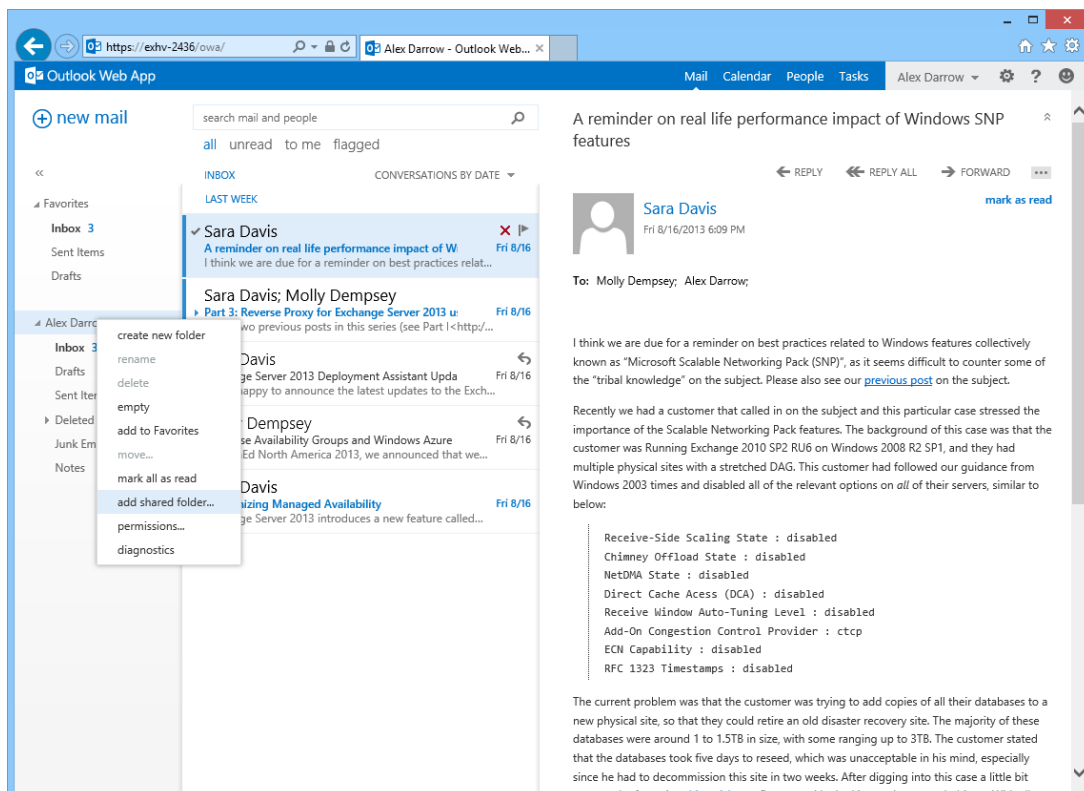
Once she has set Alex’s permissions appropriately, she just needs to click **ok** and she’s done.

If Molly wants to give Alex permissions to view any folder other than her inbox, there’s one more step. After setting permissions for the folder she wants to share, she also needs to click her mailbox’s root folder (“Molly Dempsey”) and grant permissions to that as well.



Again, this is necessary only if she wants to share a folder other than her inbox.

Now let's take a look at Alex's inbox. In order to see Molly's mail, Alex needs to right-click his mailbox's root folder ("Alex Darrow") and select **add shared folder...**



He then simply needs to enter Molly's name, and he's done-he can view and, if she has allowed him, modify the contents of her inbox. He can tell he's in Molly's inbox because her

name appears at the top of the message list.

The screenshot displays the Outlook Web App (OWA) interface in a browser window. The address bar shows the URL <https://exhv-2436/owa/>. The page title is "Alex Darrow - Outlook Web...". The interface includes a top navigation bar with "Mail", "Calendar", "People", and "Tasks" tabs, and a user profile dropdown for "Alex Darrow".

On the left, there is a sidebar with a "new mail" button and a search bar labeled "search mail and people". Below the search bar are filters for "all", "unread", "to me", and "flagged". The sidebar also shows a list of folders: "Inbox 3", "Sent Items", "Drafts", "Alex Darrow" (with sub-folders "Inbox 3", "Drafts", "Sent Items"), "Deleted Items", "Junk Email", "Notes", "Molly Dempsey" (with sub-folder "Inbox 6"), and "Molly Dempsey".

The main content area shows a list of emails. The selected email is from Sara Davis, titled "A reminder on real life performance impact of Windows SNP features", dated Fri 8/16. The email body text is as follows:

**To:** Molly Dempsey; Alex Darrow;

I think we are due for a reminder on best practices related to Windows features collectively known as "Microsoft Scalable Networking Pack (SNP)", as it seems difficult to counter some of the "tribal knowledge" on the subject. Please also see our [previous post](#) on the subject.

Recently we had a customer that called in on the subject and this particular case stressed the importance of the Scalable Networking Pack features. The background of this case was that the customer was Running Exchange 2010 SP2 RU6 on Windows 2008 R2 SP1, and they had multiple physical sites with a stretched DAG. This customer had followed our guidance from Windows 2003 times and disabled all of the relevant options on all of their servers, similar to below:

```
Receive-Side Scaling State : disabled
Chimney Offload State : disabled
NetDMA State : disabled
Direct Cache Access (DCA) : disabled
Receive Window Auto-Tuning Level : disabled
Add-On Congestion Control Provider : ctcp
ECN Capability : disabled
RFC 1323 Timestamps : disabled
```

The current problem was that the customer was trying to add copies of all their databases to a new physical site, so that they could retire an old disaster recovery site. The majority of these databases were around 1 to 1.5TB in size, with some ranging up to 3TB. The customer stated that the databases took five days to reseed, which was unacceptable in his mind, especially since he had to decommission this site in two weeks. After digging into this case a little bit more and referencing [this article](#), we first started by looking at the network drivers. With all

Once he's set himself up to view Molly's mail on his desktop, Alex can also view her mail on his tablet and phone! He can open up Outlook Web App with a compatible mobile browser or with an app such as OWA for iPhone or OWA for iPad. He then just needs to tap the folder button at the bottom of the screen. This will bring up a list of his folders, as well as the folder that Molly has shared with him.

▲ Alex Darrow

**Inbox 5**

Drafts

Sent Items

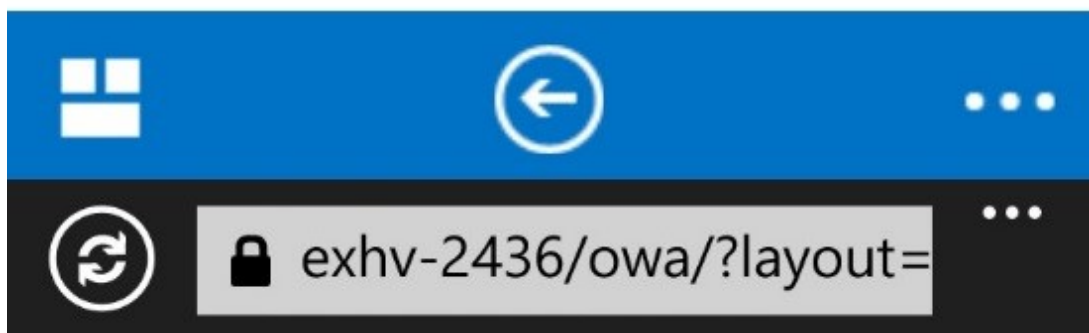
▶ **Deleted Items 2**

Junk Email

Notes

▲ Molly Dempsey

**Inbox 6**



At that point, he can click Molly's inbox and view it like any other folder.

INBOX (MOLLY DEMPSEY) 6

all unread to me flagged

LAST WEEK

Sara Davis

**A reminder on real life performer** Fri 8/16

I think we are due for a reminder on be...

Molly Dempsey

**Remember to pick up the milk** Fri 8/16

Alex Darrow

**RE: Exchange Server 2013 Deploy** Fri 8/16

We're happy to announce the latest up...

Sara Davis

**RE: Part 3: Reverse Proxy for Exch** Fri 8/16

In the two previous posts in this series...



exhv-2436/owa/?layout=



One important thing to be aware of is that, while you can view others' mail folders using

Outlook Web App, you can't send email on their behalf-you need the full Outlook client for that. If Alex replies to a message in Molly's inbox, the mail will appear as having been sent by him.