

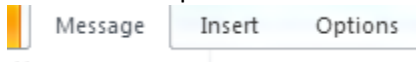
Managing Someone Else's E-Mail

In order for you to manage someone else's e-mail, the owner needs to delegate access to you. Refer to the training document '**Assigning a Delegate to Handle E-Mail and Appointments**'.

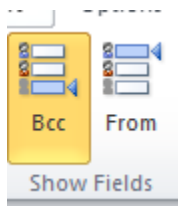
Independent of how access was given to the account you'll need to add the 'From Field' to your email and calendar message forms.

Add the 'From' field to a new E-mail message

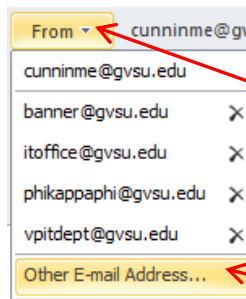
1. Click on the 'New E-mail' icon.
2. Click on the 'Options' Tab --located at the very top of the form:



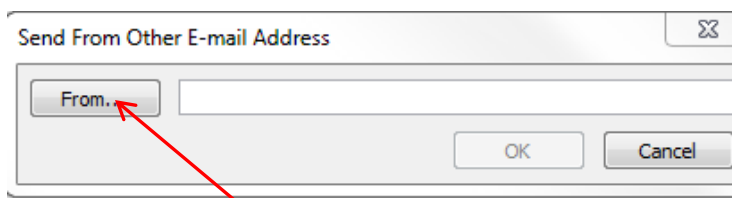
3. Next, in the Ribbon of the New Message Form you'll need to click on the 'From' field:



4. The 'From' field will be present on every new email form after these steps: Click on the 'From' icon and click on 'Other email addresses'.



5. Click on 'From' and enter the name of the person that gave you permission to their account.
NOTE: This process will only have to be done once, however the process will need to be complete for each person that gives you permission to their account.

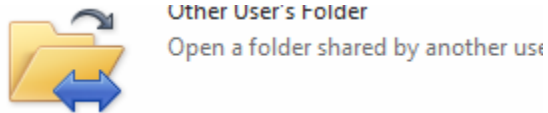


Dealing with E-mail from a Delegated E-mail Account

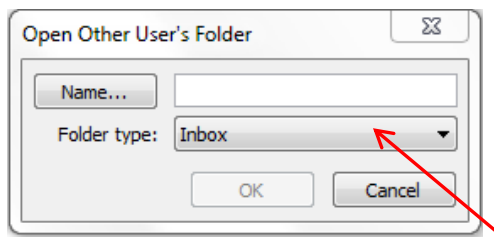
'Send on Behalf of'

1. Click on the 'File' Tab (located in the upper left hand corner of the screen), next click the 'Open' icon (located in the left hand column of the screen)

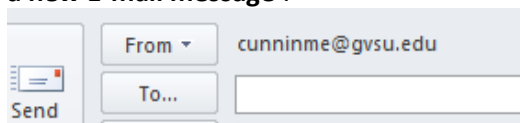
2. Click the icon: 'Open User's Folder'



3. Enter the name of the person who has delegated you access to their account (First Name, Last Name) **OR** Click 'Name' to search for the person through the global address book (type the first name first).



4. Make sure the 'Folder type' is 'Inbox'.
5. Click 'Ok'.
6. In the InfoBar of the message form, if you don't see the button marked 'From' with your account name beside it, then you need to follow the instructions in the section of **'Add the from field to a new E-mail message'**.



7. Click on the E-mail message you want to reply to (from the inbox) **OR** create a new E-mail message (you can send a New E-Mail message on behalf of the person without being in their inbox).

IMPORTANT: Use the 'From' drop down arrow to select the appropriate sender's name.

8. **NOTE:** An E-mail message that was sent with delegated permissions will display a message at the top of the E-mail letting the receiver know that the message was sent on behalf of someone else.

