

GSD. Outlook - Grant Permission to Other Users for Managing Outlook Folders

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General Information:

Possible symptoms/errors:

User wants to know how to grant Permission to Other Users for Managing Outlook Folders

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This guide shows how to grant permission to other users for managing user's Outlook folders. This follows the same steps as granting delegate access to other users.

In the Outlook, advise user to click on File.

Under Info, user must click Account Settings > Delegate Access.

In the Delegates window, inform them to click the Add button.

In the Address book window, user must enter the name of the user they would like to grant access and delegate rights to. Advise user to select the name in the search results then to click Add then OK.

In the Delegate Permissions window, user can configure the specific permissions their delegate will have.

Delegate permissions can be set for Calendar, Tasks, Inbox, Contacts and Notes.

There are four Delegate permissions levels:

None - No access
Reviewer - can read items
Author - can read and create items
Editor - can read, create and modify items

Advise user to select Delegate receives copies of meeting-related messages sent to me checkbox if their delegate will be managing their calendar for them. This checkbox will send their meeting request to the delegate. The delegate can then decide to accept, decline, or ask for the meeting to be scheduled at a different time on user's behalf.

Inform user to select the checkbox Automatically send a message to delegate summarizing these permissions if they want to send a message to notify the delegate of the changed permissions.

Advise user to select the Delegate can see my private items checkbox if they want delegate to see their private items. This setting affects all Exchange folders. This includes all Mail, Contacts, Calendar, Tasks, Notes, and Journal folders. There is no way to grant access to private items in only specified folders.

NOTE: Advise user to not rely on the Private feature to prevent other people from accessing the details of their appointments, contacts, or tasks. To ensure that other people cannot read the items that they mark as private, user must not grant them Reviewer (can read items) permission to their Calendar, Contacts, or Tasks folder.

Once done, user must click OK.

In case user would like to allow the delegate to send or respond to meeting requests, advise them to select My delegates only, but send a copy of meeting requests and responses to me (recommended) and to click OK.

If user has selected the Automatically send a message to delegate summarizing these permissions option in the Delegate Permissions window, the delegate will receive an email as shown below:

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A