GSD. Outlook - Send an Email which is not Visible to Recipient's Delegate

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General Information:

Possible symptoms/errors:

User wants to know how to Send an Email which is not Visible to Recipient's Delegate

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Delegation lets other users get a hold of user's mailbox with their permission. However, some emails may not be meant for them, which means user needs to ensure that delegates will not be able to see those communications. This guide shows how to send an email which is not visible to user's recipient's delegate.

Details:

First, advise user to make sure that they have set the delegate settings for the delegate not to see the Private Items.

User must click on File > Account Settings > Delegate Access.

Inform user to double click on the name of the delegate to check permissions.

In the Delegate Permissions dialog box, advise them to make sure that the option Delegate can see my private items is not selected. Once done, user needs to click OK.

In the Delegates dialog box, advise user to click OK.

Guide user to click on New Email.

User must click on the Tags button on the Message tab of the ribbon bar.

They need to select Private in the Sensitivity Settings.

Once selected, advise them to click on Close and continue creating the email message.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A