Active Directory – Outlook Delegate Access

Below are the steps to set up delegate access of your mailbox or calendar to another staff member on Microsoft Outlook. Similar to having an assistant that helps manage your incoming paper mail, another staff member, known as a delegate, can receive and respond to email messages and meeting requests on your behalf.

Please complete the below steps if you use one of the following versions of Outlook:

- Microsoft Outlook 2013
- Microsoft Outlook 2016
- Microsoft Outlook 2019

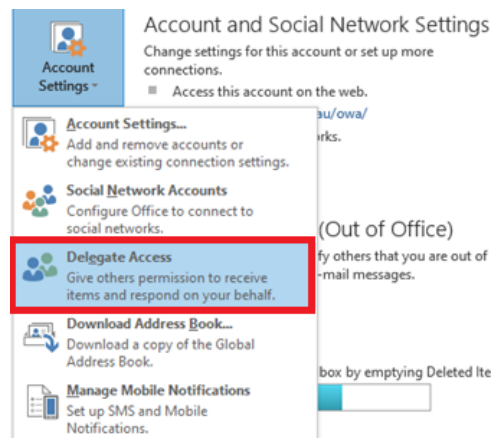## Step 1 : Delegate access setup via Microsoft Outlook

Once you have opened Microsoft Outlook, please perform the following steps to set-up delegate access;
- Click on **File** on the top right corner of the outlook window:
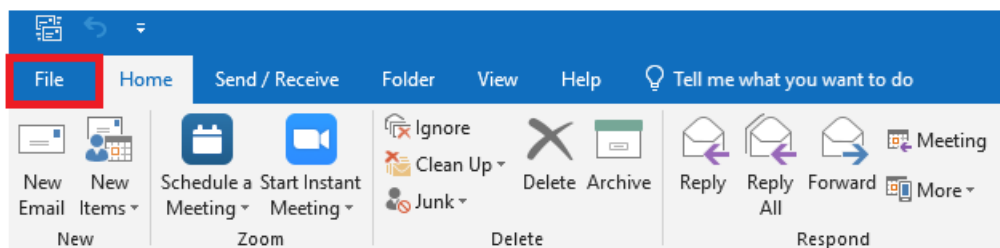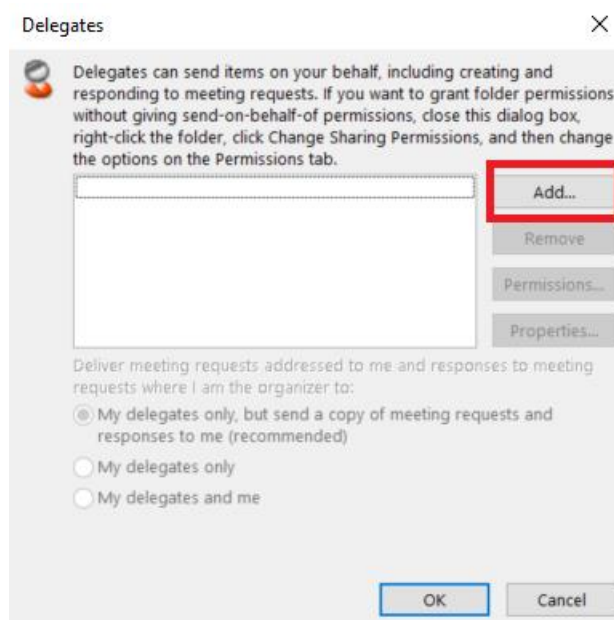

Click on **Account Settings**;
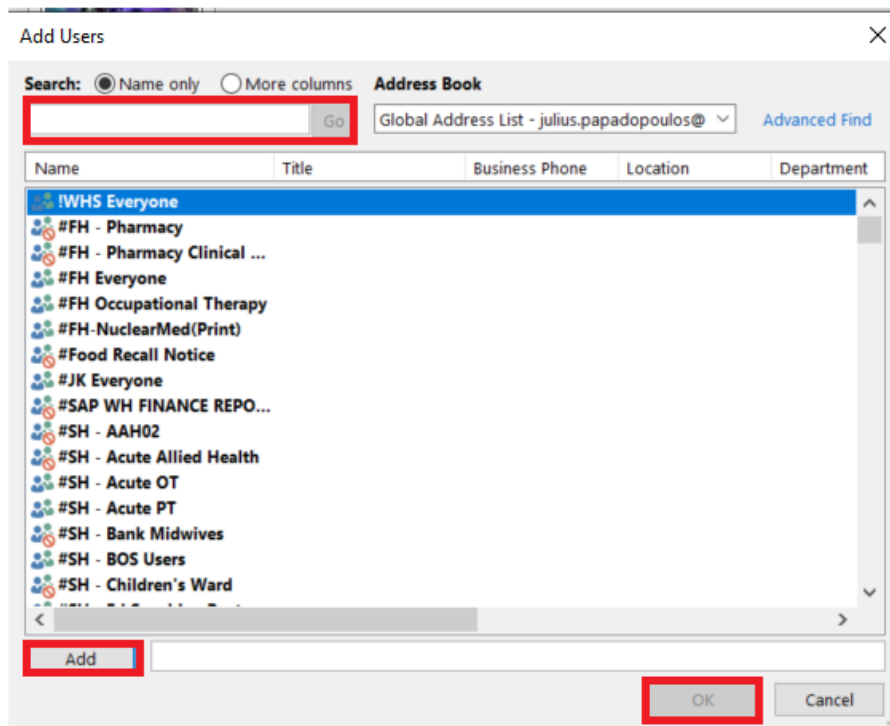- Once the drop-down list appears, click on **Delegate Access**

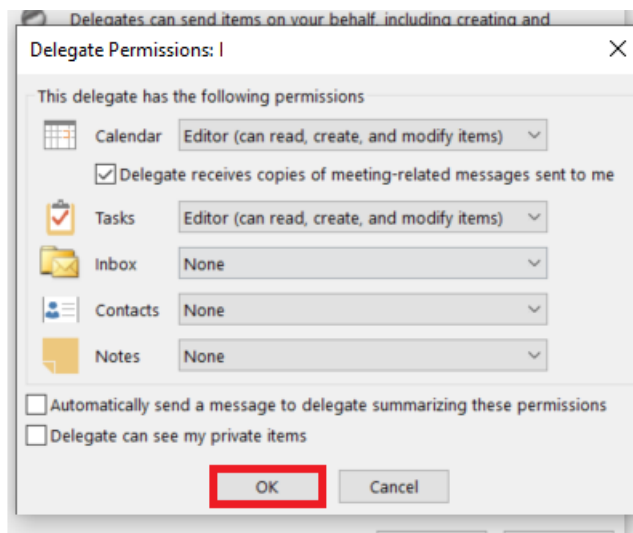Once the pop-up **Delegates** window appears;
- Click on **Add…**

Add the email of the staff member you want to delegate your mailbox;

- Click *Add*
- Click *OK to confirm*

Select the level of permissions the delegate requires;

- and click *OK*

Created by: Julius Papadopoulos   Approved by: Lily Liu

Western Health

Once you have set the permissions, click **OK.**

Important things to note;

- You will not be able to access the mailbox of a staff member who is on a different Active Directory
    - E.g. If you have been migrated to the new Active Directory and your colleague whose mailbox you want to view has not, their mailbox will not be visible to you until you have both been migrated to the new Active Directory.
- If any of the steps included in this QRG fail, please contact ServiceDesk and provide a brief description of your issue:
    - Phone: 03 8345 6777
    - Email: servicedesk@wh.org.au
    - Online: http://servicedesk.wh.org.au

Non-Mailbox owner:

If a manager or another staff member requests access to another staff member mailboxes, in the absence of the mailbox owner, written approval is required from People Services (HR) before access is granted. The actions taken and the written people services approval need to be recorded in ITSM system (Cherwell) under the mailbox owner name.

Created by: Julius Papadopoulos   Approved by: Lily Liu

Western Health