With the Delegate Access feature, one person can use his or her own copy of Outlook to easily manage another person's mailbox. For example, an administrative assistant can manage the email of a manager. When the manager designates the assistant as a delegate, the assistant can create, move, or delete appointments and can organize meetings on the manager's behalf.

Steps to Resolution:

Step One: The person who wishes to have their email managed must delegate that authority in Outlook by granting you **Folder Visible** permission**. To do so:**

In the Outlook 2010 client menu, choose **File, Account Settings, Delegate Access** and **ADD** to add the user access to your mailbox. Note that you can delegate your Calendar, Tasks, Inbox (email), Contacts, Notes, and Journal allowing different levels of permission for each if necessary.
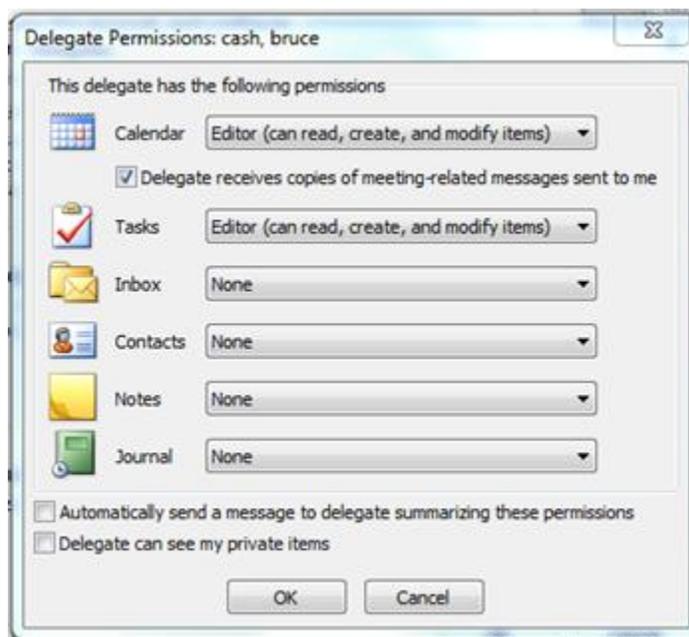
There are four levels of access specific to Calendar, Mail, Tasks, etc.

1. **Editor – create, read and modify items**
2. **Author – create and read items**

3. **Reviewer – read only**

4. **None – none**

NOTE: To give someone **FULL PROXY RIGHTS** select **EDITOR**

Step Two: The person designated to manage another user's account must first add the other person's mailbox to their profile in Outlook. Here's how:

Add Another Person's Mailbox to Your Profile

If you frequently work with someone else's Exchange folders, you probably will want to add the other person's Exchange mailbox to your Outlook profile. Doing so will automatically open the other person's mailbox every time that you open Outlook. The other mailbox appears in the Navigation Pane underneath your Exchange mailbox folders.

To add their mailbox to your profile do the following in Outlook:

1. Click the **File** tab.

2. Click **Account Settings**, and then click **Account Settings**.

3. On the **E-mail** tab, in the list, click the Exchange account type, then click **Change** and then click **More Settings**.

4. On the **Advanced** tab, under **Open these additional mailboxes**, click **Add**, and then enter the mailbox name of the person whose mailbox you want to add to your user profile. If you do not know the mailbox name, ask the person who granted you Delegate Access permissions.