

Word, Excel & Microsoft 365 | Advanced | 2 min read

Outlook: how to give someone delegate access

Delegate access lets someone else, such as an assistant, manage part of your mailbox or calendar on your behalf. They can read your emails, reply for you, or accept meetings, and you decide exactly what they can do. Emails they send can say 'sent on behalf of' you.

When is it right?

- Delegate access suits a manager and an assistant.
- A **shared mailbox** is better for a team address like info@ or sales@. See our guide on shared mailboxes.
- Sharing your calendar for viewing is simpler if people only need to see when you are free. See our calendar sharing guide.

Add a delegate in classic Outlook

1. Click **File**.
2. Click **Account Settings**, then **Delegate Access**.
3. Click **Add**, then choose the person from the list and click **OK**.
4. In the permissions box, choose a level for each of **Calendar**, **Inbox**, **Tasks**, **Contacts** and **Notes**. Levels include **None**, **Reviewer** (can read), **Author** (can read and create) and **Editor** (can read, create and change).
5. Decide whether to **Automatically send a message to delegate** and whether to keep items private.
6. Click **OK**.

The delegate then opens your mailbox or folder through their own Outlook. Changes may take a short while to take effect.

What if I cannot find it?

In the newer Outlook or on the web, the option may be in a different place or under your account settings, and some organisations let only administrators set it up. If you cannot find it, ask us.

Remove a delegate

Open the **Delegate Access** box again, select the name and click **Remove**.

Good practice

- Give the least access needed. **Reviewer** is plenty for many people.
- Do not give anyone access to your Inbox unless they really need it, since it may hold private emails. Mark such emails **Private**.

Common problems

- **Delegate cannot see the mailbox:** they might need to restart Outlook and add your mailbox in their settings.
- **Option is missing:** you may be using a different type of account.

When to get more help

If you are not sure whether to use a delegate, shared mailbox or calendar sharing, contact us and we will recommend the safest option.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.