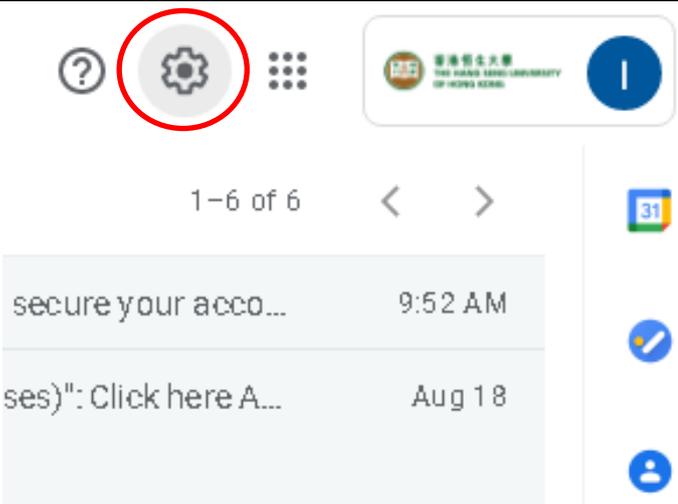
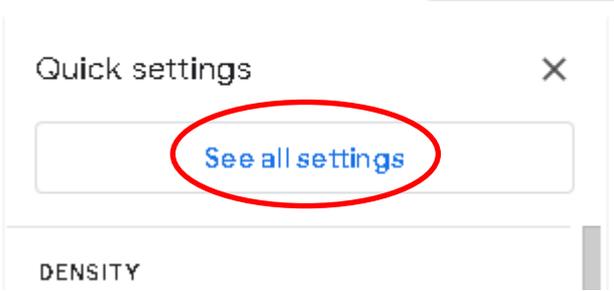




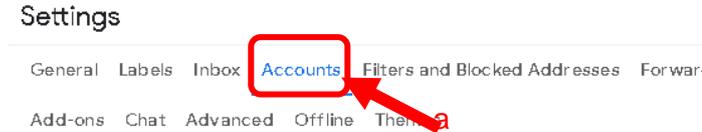
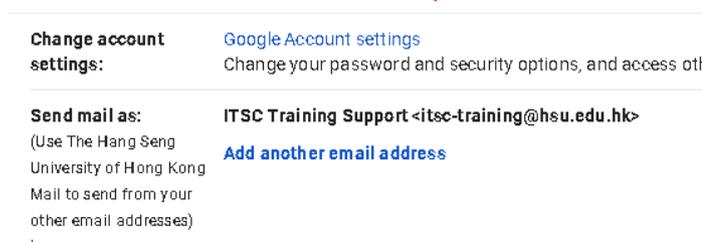
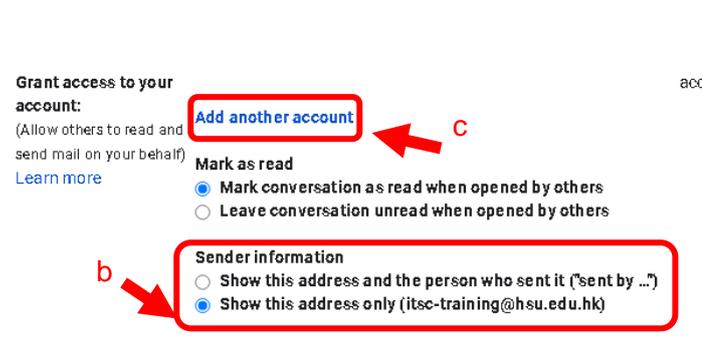
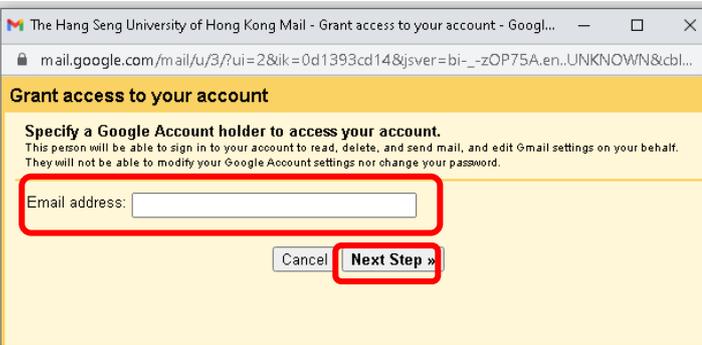
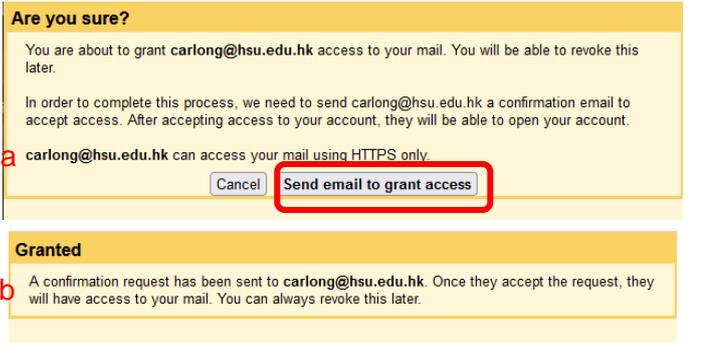
ITSC User Guide

Title:	Email Delegation
Version:	1.0
Description:	This guide shows how to delegate an email account (personal or functional) to another user, which is good for multiple user access to a single email account. For examples, secretary access to his/her supervisor email account, access to a shared account, etc.
Issued Date:	2021-08-19
Revised Date:	-

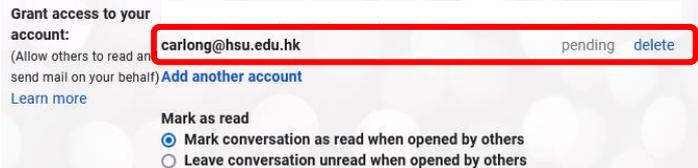
1. Delegating email account

	Steps	Screens
1.	In the email account, please click on the  “Settings” icon on the top right-hand side.	
2.	Click on “See all settings”.	

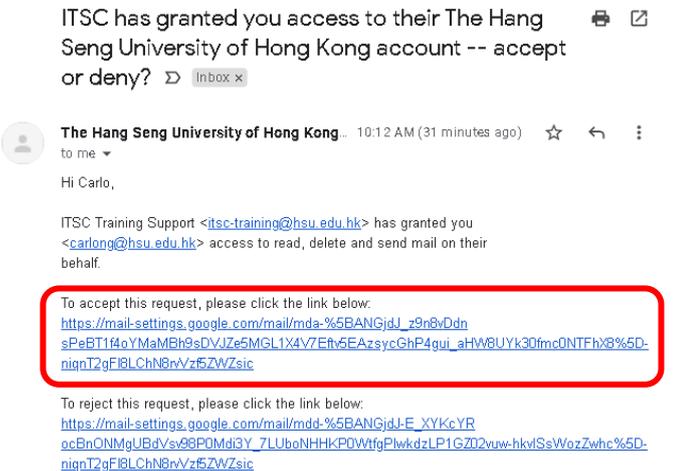
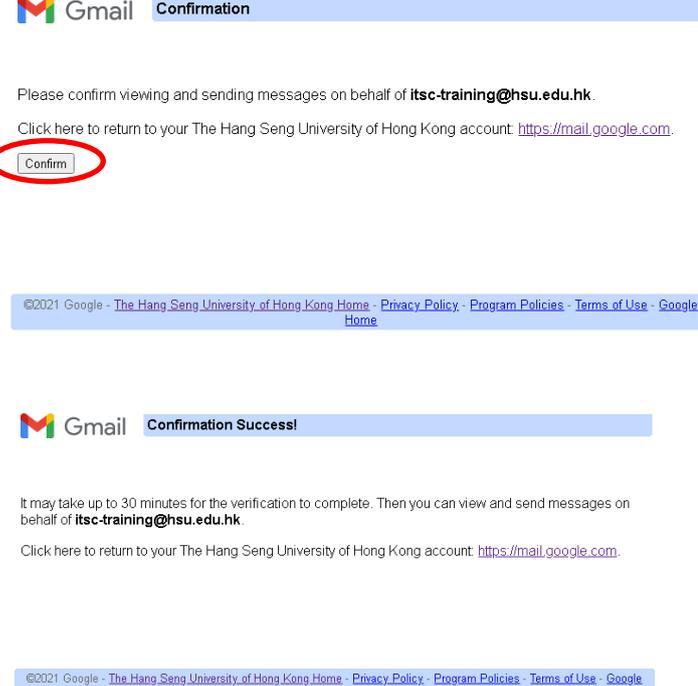


3a.	In the Settings, please click "Accounts" tab.	
3b.	Scroll down until you see "Sender information", choose "Show this address only" (this will show the primary email address instead of the actual sender)	
3c.	In "Grant access to your account:", click "Add another account".	
4.	After you click on "Add another account" in the previous step, a window will pop up, please input an email address that you want to grant access to this email. * Please take note, you cannot grant access to an account that is not within the organization. Click "Next Step" when you finish	
5.	You will redirect to a confirmation page, please click "Send email to grant access".	

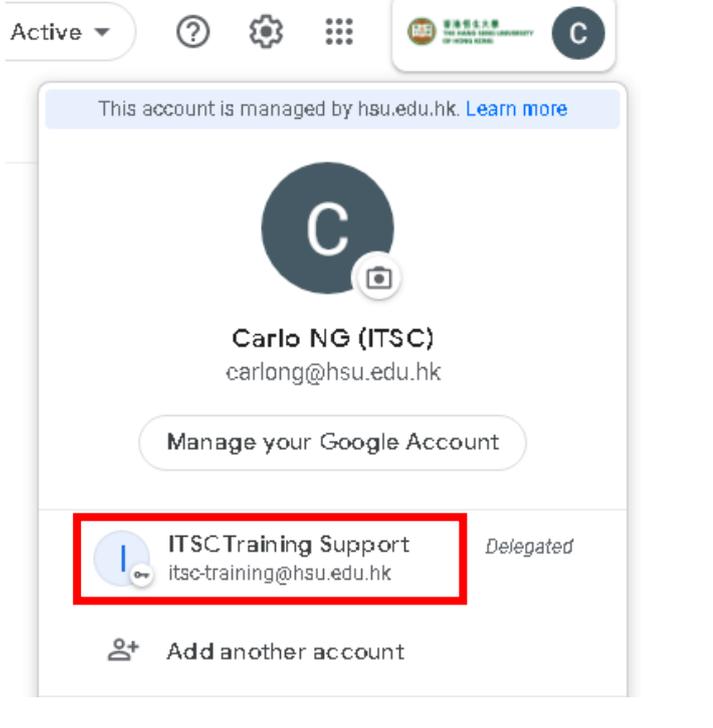
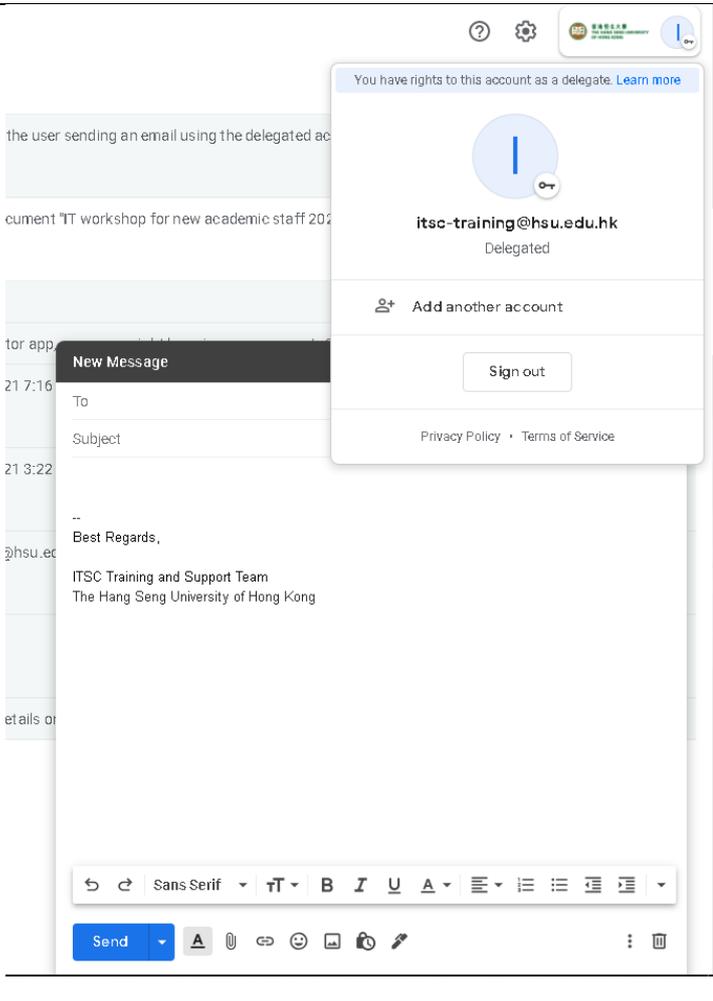


6.	<p>You will see the account you just added shows up with pending status.</p> <p>A confirmation email will be sent to the recipient to confirm the access.</p>	
----	---	--

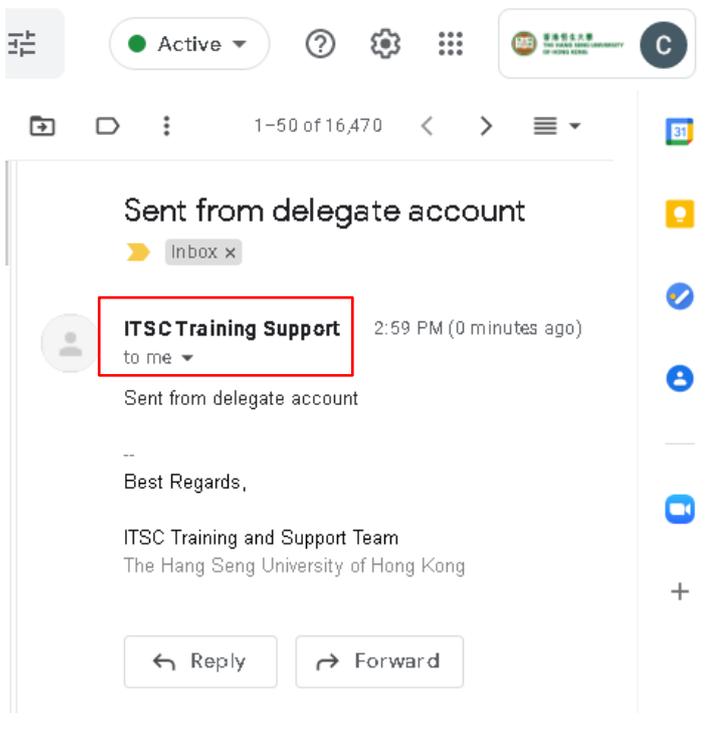
2. Using a delegated account

	Steps	Screens
1.	<p>After receiving the confirmation email created by above steps, click the link to accept the request.</p>	
2.	<p>Once you click on the accept request link, you will redirect to the confirmation page.</p> <p>Please click "Confirm".</p>	



<p>3.</p>	<p>You will see an account is added to your list with “Delegated”.</p> <p>You can click on the area to switch to the shared account.</p> <p>*Please take note, you can only access to the delegated account’s email only. All other Google services are unavailable (e.g., Google drive, Calendar...)</p>	 <p>The screenshot shows the Google account management page for 'Carlo NG (ITSC)'. At the top, it says 'This account is managed by hsu.edu.hk. Learn more'. Below the profile picture and name, there is a 'Manage your Google Account' button. A red box highlights a delegated account: 'ITSC Training Support' with email 'itsc-training@hsu.edu.hk' and the status 'Delegated'. At the bottom, there is an 'Add another account' button.</p>
<p>4.</p>	<p>You can send/read emails using the delegated account after switching.</p>	 <p>The screenshot shows an email composition window. A 'New Message' dialog is open, showing the 'To' and 'Subject' fields. The email content is visible in the background, starting with 'the user sending an email using the delegated ac...'. The email is addressed to 'itsc-training@hsu.edu.hk' and is signed off by 'ITSC Training and Support Team, The Hang Seng University of Hong Kong'. The bottom of the window shows the 'Send' button and various formatting options.</p>



<p>5.</p>	<p>Users receiving the email from the delegated account will NOT see the actual identity of the sender, instead, only the delegated email address is shown.</p> <p>In case you want to show the actual identity of the sender, change the setting as shown in step 3b under section 1.</p>	
-----------	--	---