

Gmail Account Delegation

What is Delegation

You can delegate access to your Gmail to another person so they can read, send, and delete messages on your behalf. For example, you can delegate e-mail rights to an admin in your organization temporarily, or you can share an account safely with multiple people for an extended period of time. Any messages someone else sends from your account will have your name listed in addition to the other person's name, so they'll show the sender as: Your Name (sent by Delegate).

You won't be able to give anyone permission to change your account password or account settings, or chat on your behalf. Google Apps for Business, Education, and Government customers can specify up to 25 users.

How to Setup Delegation

1. Click the **gear** in the top right **Figure 1**.
2. Select **Settings** **Figure 1**.
3. Select the **Accounts** tab **Figure 2**.

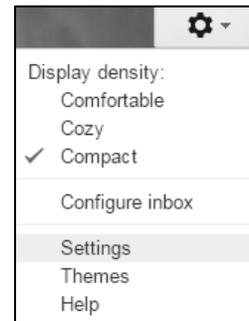


Figure 1

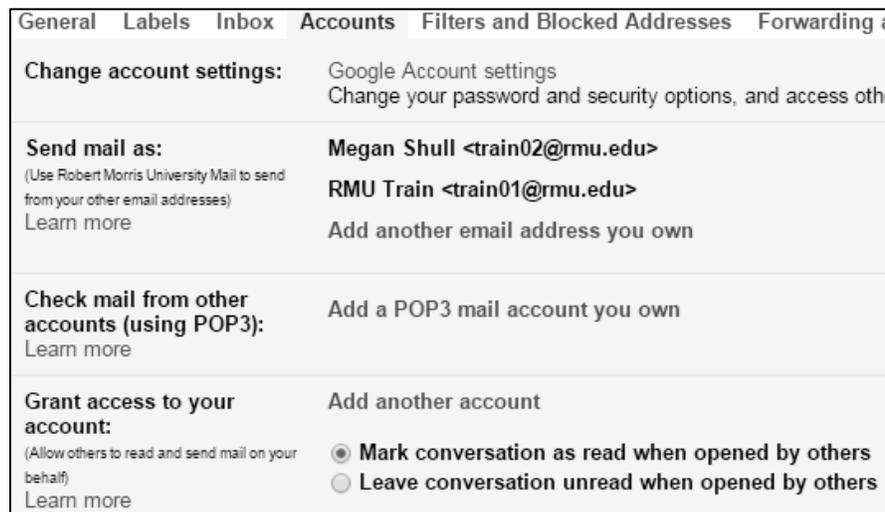


Figure 2

4. Under 'Grant access to your account,' click the **Add another account** link **Figure 2**.
5. Enter the email address of the person you'd like to access your account and click **Next Step** **Figure 3**. Remember you can only enter an RMU Gmail address.

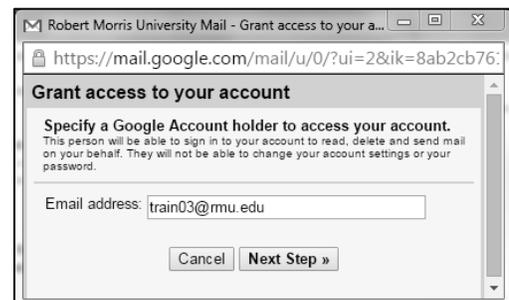


Figure 3

6. You'll see a confirmation message. Click **Send email to grant access** if you're sure you want to give the entered account access to your Gmail **Figure 4**.
7. The delegate will receive a verification email explaining that you've granted access to them.
 - a. After the delegate confirms this request (by clicking a link), it may take up to 30 minutes for the verification process to be completed. To see if the delegate has confirmed access to your account, look at the **Accounts** tab in **Settings** **Figure 5**.

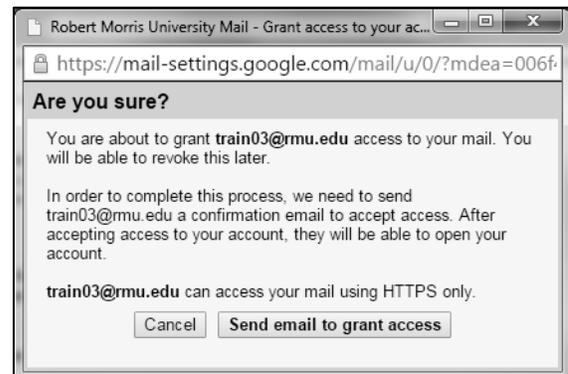


Figure 4

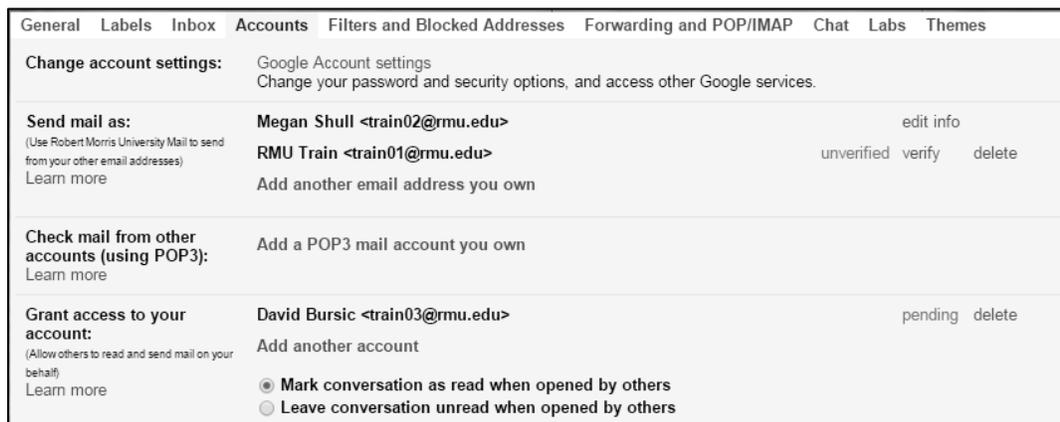


Figure 5

Access an Account that has Been Delegated to You

If someone has granted you access to their account, you can access it by:

1. Clicking your profile picture or email address in the upper-right corner once you are signed into your primary Google account [Figure 6](#).
2. Select the account name with the word delegated visible [Figure 6](#).
3. A new tab will open taking you into the Gmail account [Figure 7](#).

It is important to note that if an account has been delegated to you the word delegated will be visible in parenthesis, if the account is listed without the word delegated you are signed into that account with the username and password. This is incorrect. This means when the owner of the account changes his or her password you, as the secondary user, will be asked to enter the new password and 2-Step Verification code.

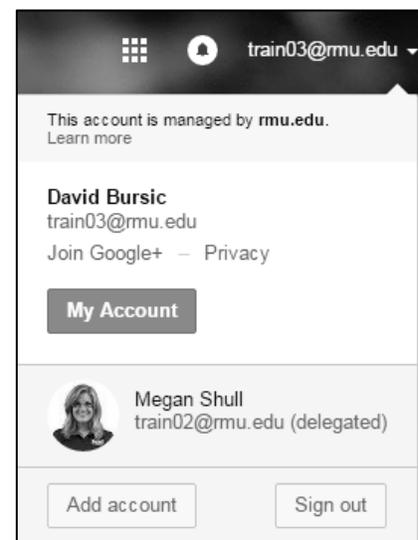


Figure 6



Figure 7

How to Remove Delegation

If you no longer want to grant an individual access to your account, follow these instructions:

1. Click the **gear** icon in the top right **Figure 8**.
2. Select **Settings** **Figure 8**.
3. Select the **Accounts** tab **Figure 9**.
4. In the 'Grant access to your account' section, click the **garbage-can** icon or **delete** beside any account you want to remove **Figure 9**.

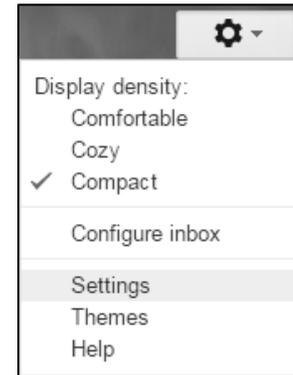


Figure 8

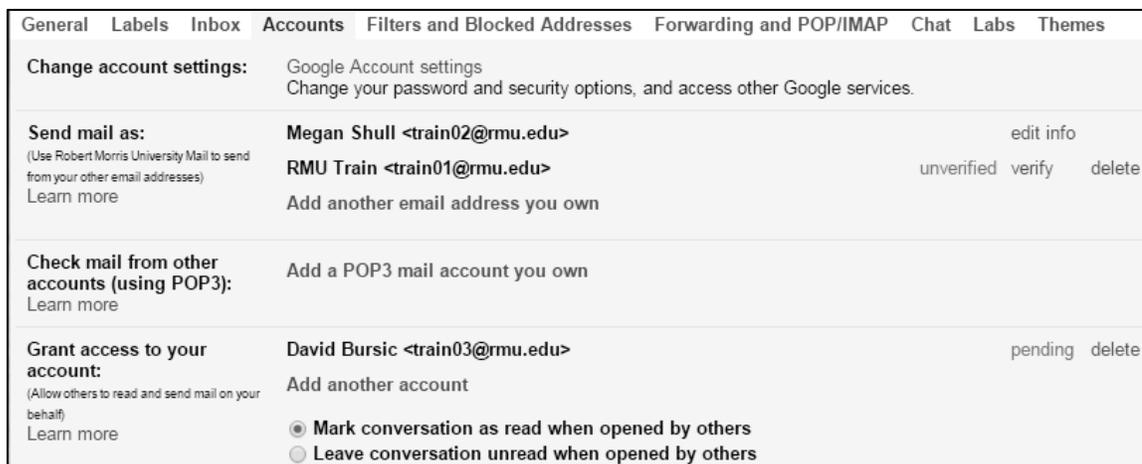


Figure 9



Still having Problems?

Remember: In order to use delegation, both accounts must be enabled and verified, and neither account may require a password change on the next sign in. In addition, both Gmail account must be on the same domain (sample@**rmu.edu**), otherwise, setup will fail with an error.

If you are unable to complete the setup process please contact the Help Desk:

HELP DESK

The Help Desk is an Information Technology organization that offers support for any computing or technical problems. The Help Desk office is located on the second floor of Hale, room 205. **Walk-ins to the Help Desk are welcome!**

CONTACT THE HELP DESK

Phone Support: (412) 397-2211

Email Support: help@rmu.edu

HOURS OF OPERATION

| Office Hours | Virtual Office Hours |
|-----------------------------|--------------------------------------|
| Monday - Thursday 8am - 7pm | Monday - Thursday 7pm - 8am |
| Friday 8am - 5pm | Friday All Day (24 hours) |
| Saturday - Sunday Closed | Saturday - Sunday All Day (24 hours) |
| Holidays Closed | Holidays Closed |

During all other hours, you are encouraged to call and leave a message or send your request to help@rmu.edu.