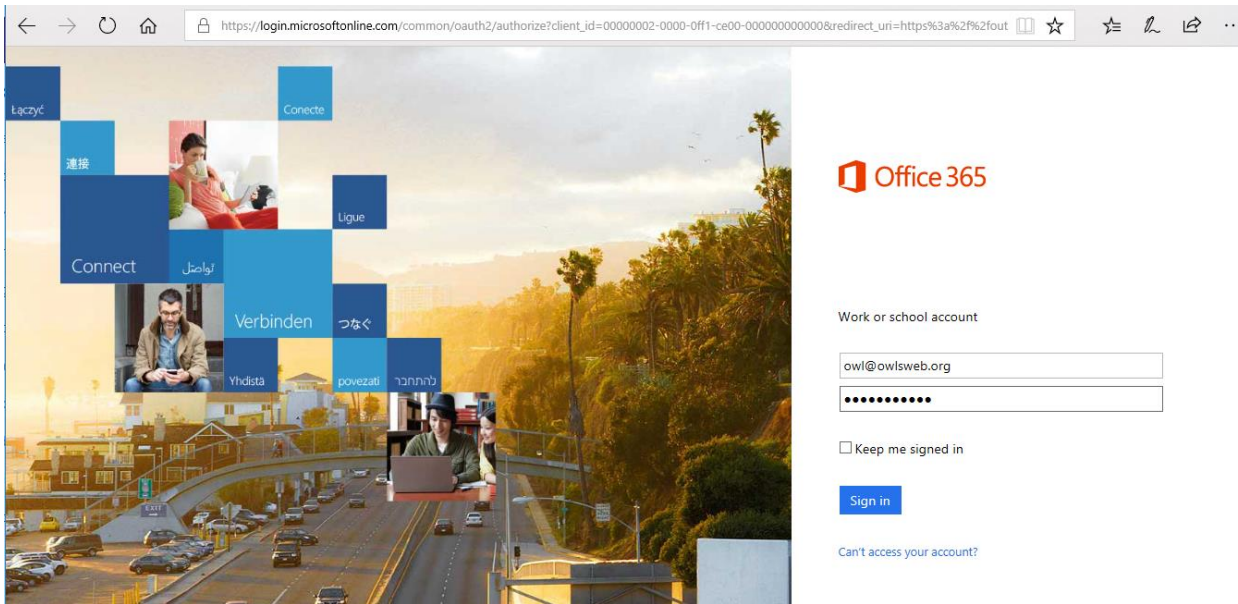
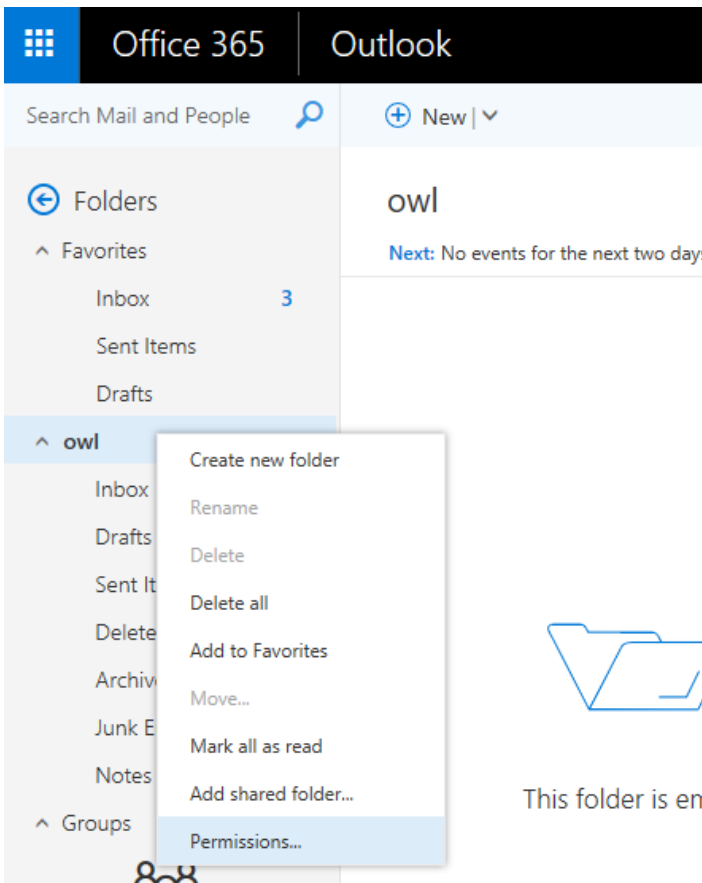


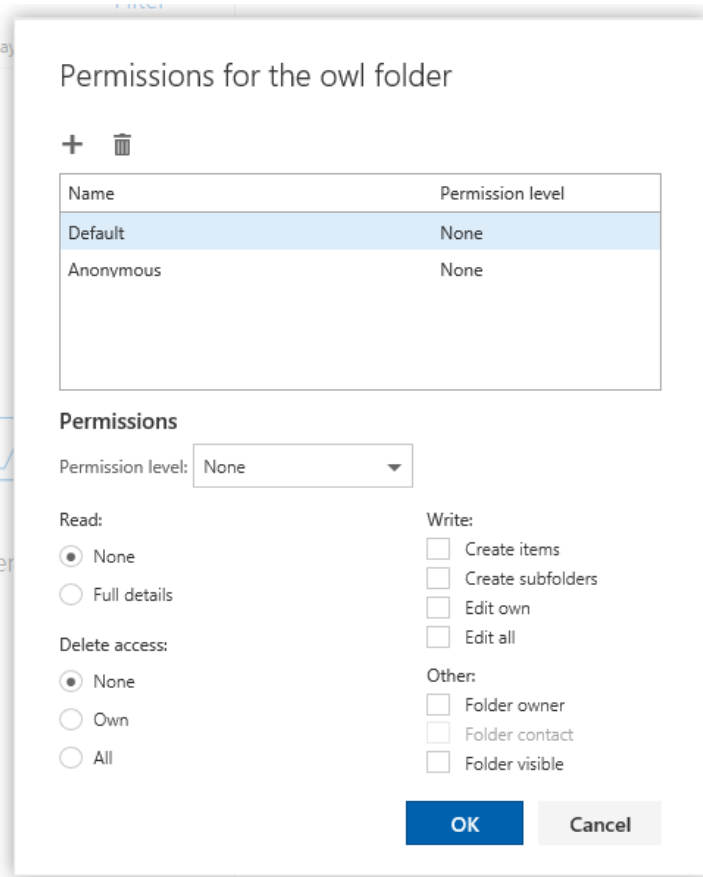
Configuring delegate access in Outlook Web App



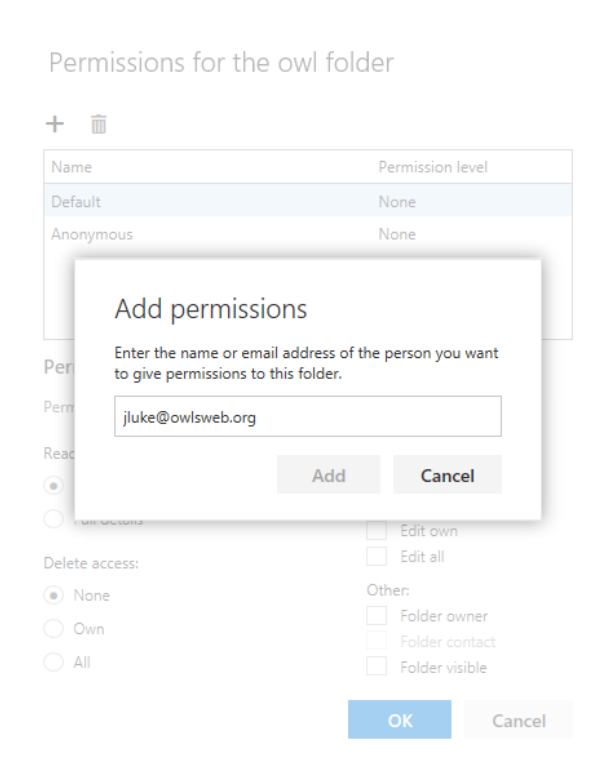
Using OWA (Outlook Web Access), login to your **agency** or **other account** you wish to view in your own account. This is known as *Configuring Delegate Access*.



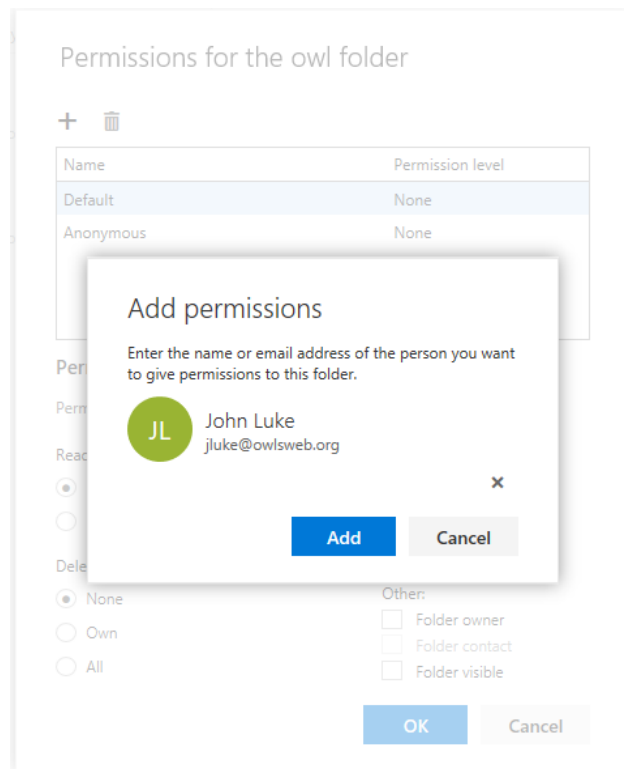
Click on its mailbox **display name**, and select 'Permissions' from the drop down menu that appears.



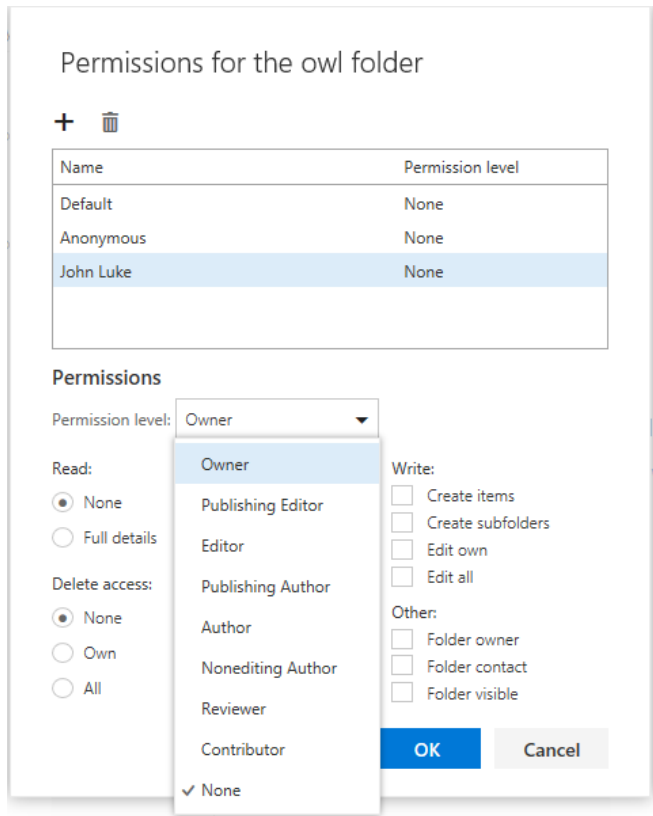
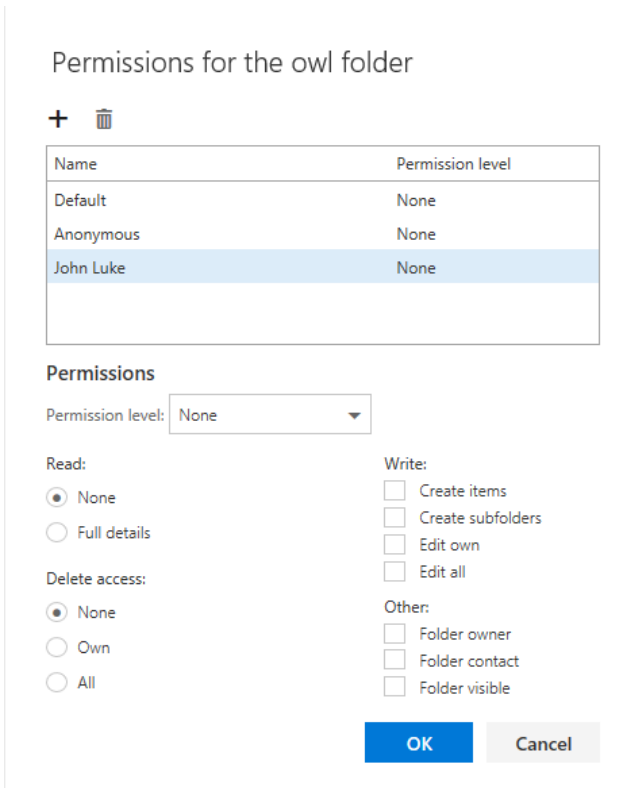
This is what pops up. Click the '+' icon at the top.



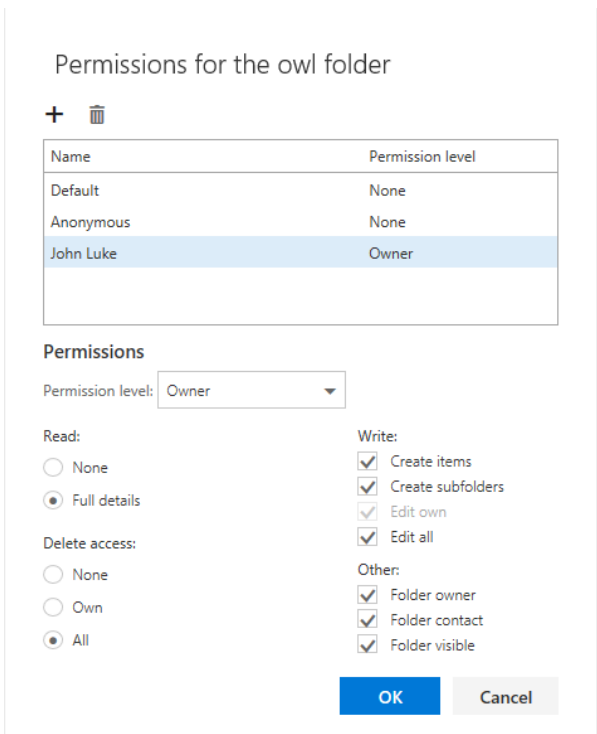
Type in **your** email address.



Click 'Add'.

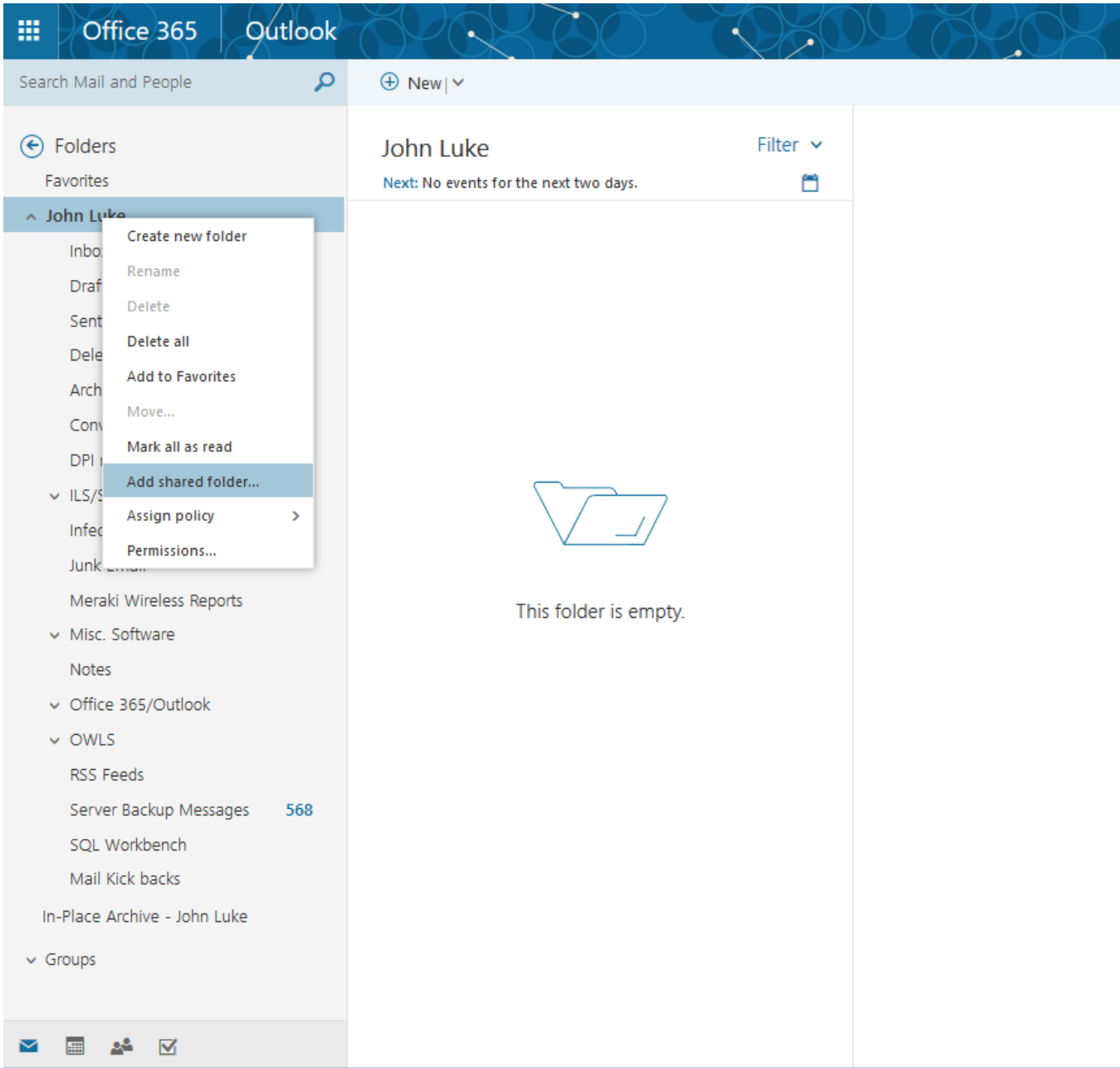


Highlight that added mailbox's display name and in the middle drop down menu labeled 'Permissions', select 'Owner'.

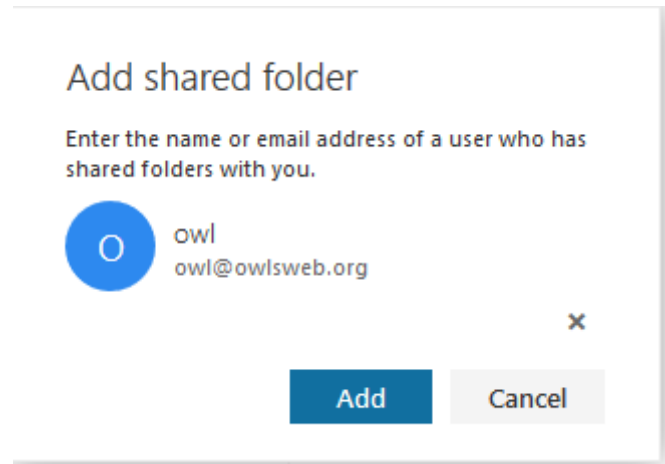
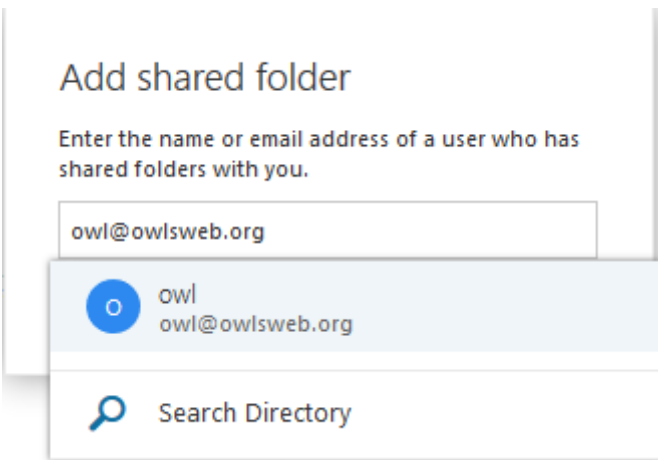


The checkboxes show the added permissions that 'Owner' allows. Click OK. **Your agency mailbox is ready to be shared into your own.**

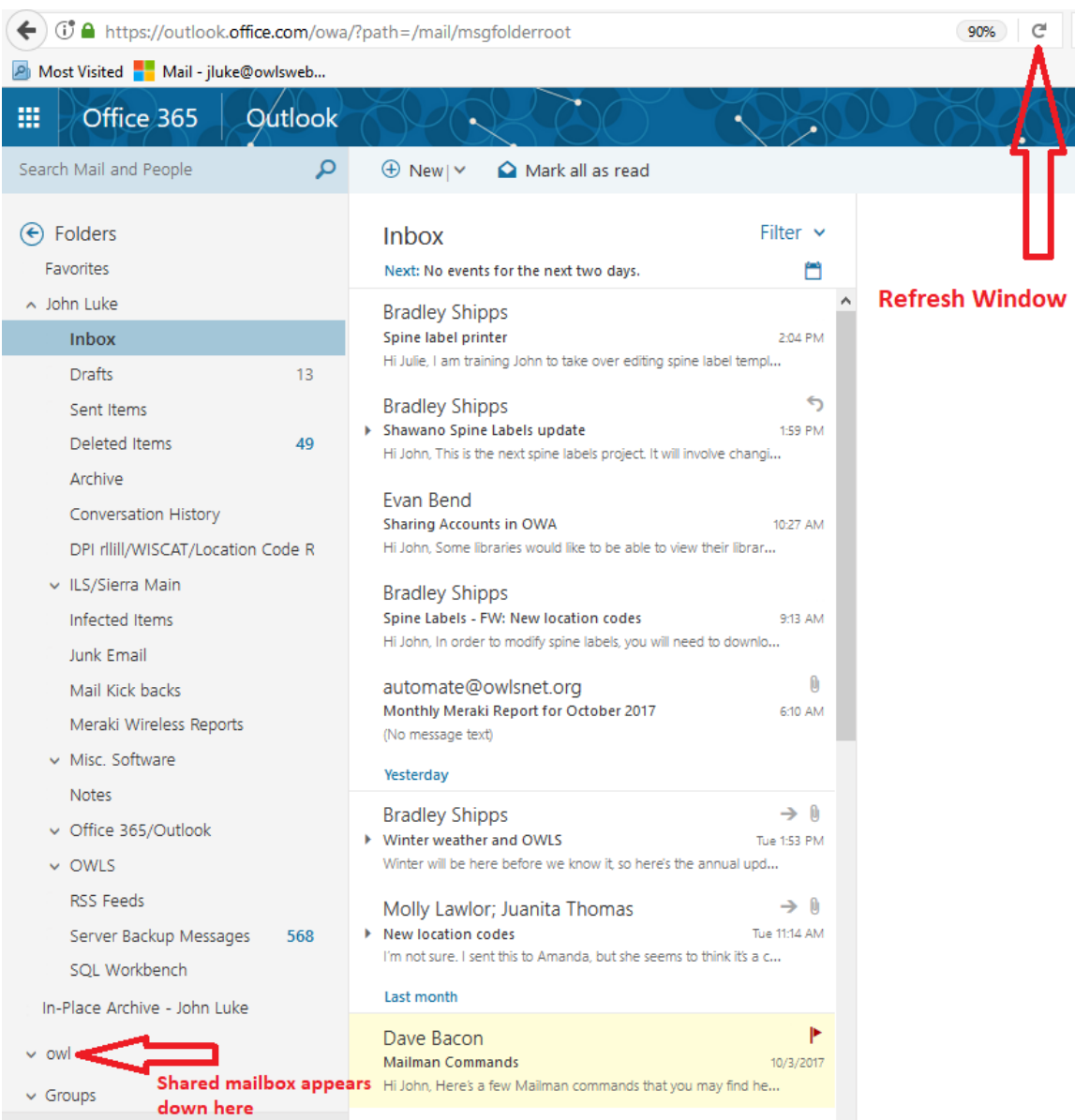
You can now logout of that **agency or other account** and close that browser window.



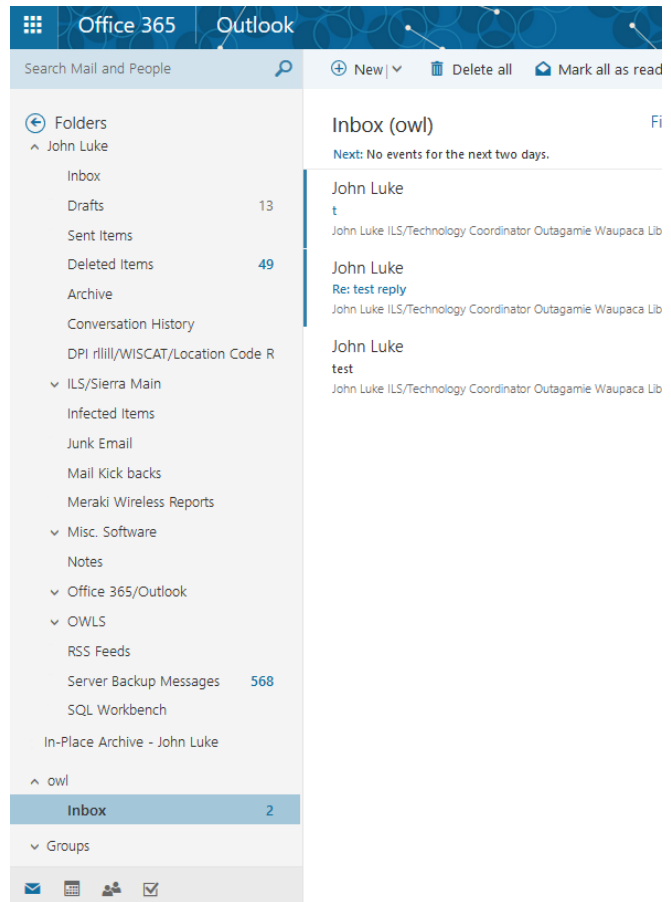
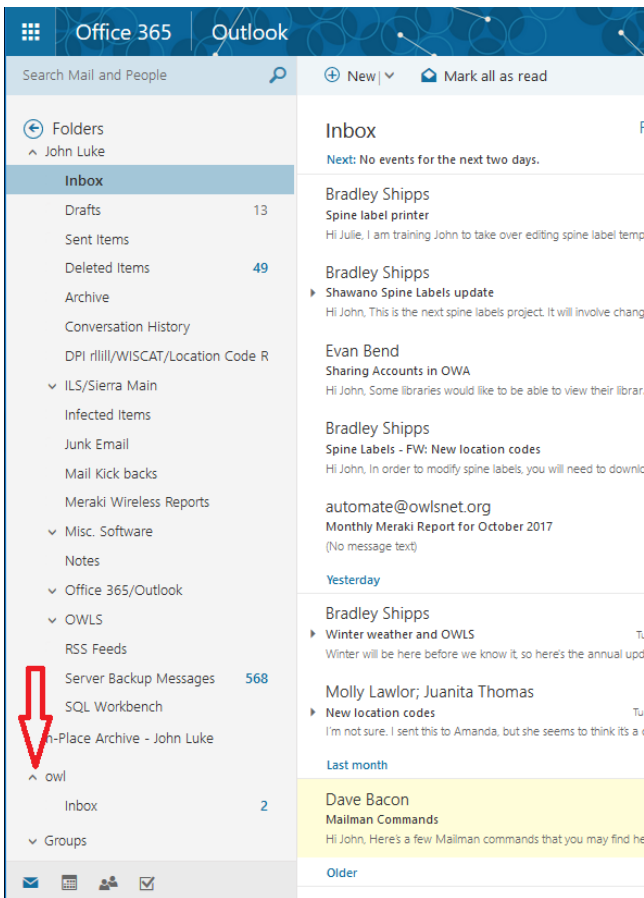
Login to **your** OWA account (Outlook Web Access). Right click on **your display name**, and select 'Add shared folder' from the drop down that appears.



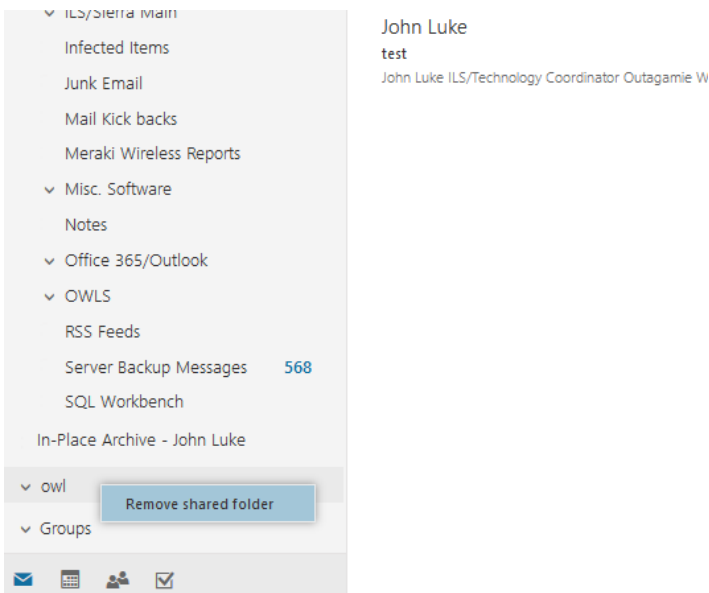
Enter the email address of that **agency or other mailbox** we just configured earlier. Click 'Add'.



Refresh your browser and that **agency or other mailbox** appears on the bottom of the left side bar, just above Groups.



Toggle the arrow next to that **agency or other mailbox** to reveal its folders. Then merely click on whatever 'Inbox' you want to use.



To remove that **agency or other mailbox** when you decide you don't want it there anymore, highlight its mailbox name, right click, and hit 'Remove shared folder'. Then go back up and click on your own inbox.

Permissions for the owl folder



Name	Permission level
Default	None
Anonymous	None
John Luke	Owner

Permissions

Permission level:

Read:

- None
 Full details

Delete access:

- None
 Own
 All

Write:

- Create items
 Create subfolders
 Edit own
 Edit all

Other:

- Folder owner
 Folder contact
 Folder visible

OK

Cancel

To remove that custom permission from your **agency or other account**, login into that account in OWA, right click on the 'Inbox', select 'Permissions', highlight **your mailbox's user name**, click on the 'Trash' icon to remove your name from that list and hit 'OK'. You may logout and close out of that browser window if you prefer.