

## Email: Shared Account – Delegating Permissions

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## Introduction

A shared mailbox makes it easy for a group of people to monitor and send email from a public email alias like info@contoso.com. When a person in the group replies to a message sent to the shared mailbox, the email appears to be from the shared address, not from the individual user. These shared accounts are not designed for direct log in, rather access is granted via account delegation. This guide will show how owners of a shared mailbox may delegate access to other users. See our separate documentation for how to add a shared mailbox to your Outlook Web Application (OWA) or Outlook desktop application.

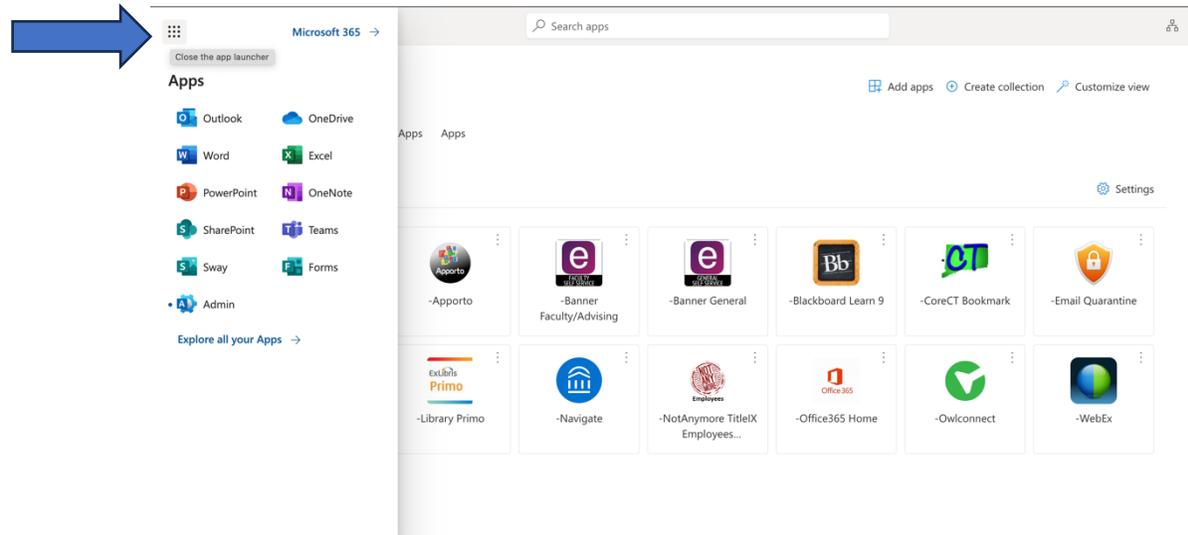
## Set Functional Owner

Before you can use a shared mailbox, your organization's Office 365 admin must create it, add you as a functional owner and afterwards the owner may delegate membership. The owner of the shared mailbox is traditionally the department chairperson or director. To set a functional owner of a shared account, the owner must add the newly appointed owner to the mailbox security group via OWA. Once a functional owner has been set, the owner can then open the shared mailbox and delegate permissions to other users, if needed.

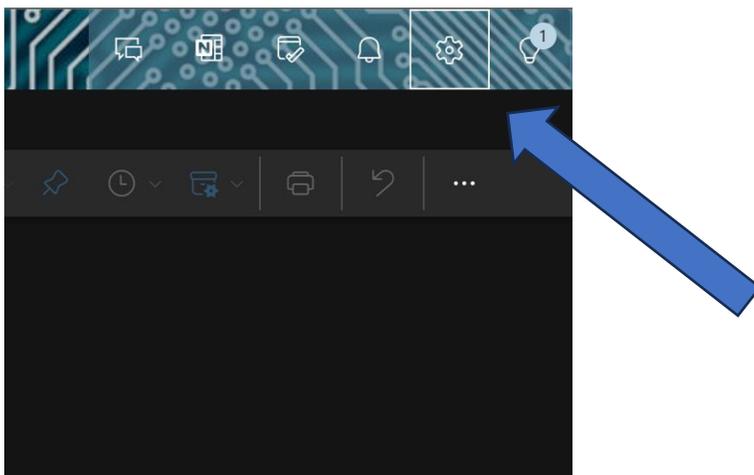
**Please note that when granting access to a shared email, the owner of the email should delegate access via Outlook Web Application (OWA) and not via Outlook desktop application.**

## Delegating Access to Shared Account

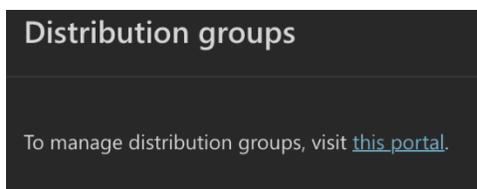
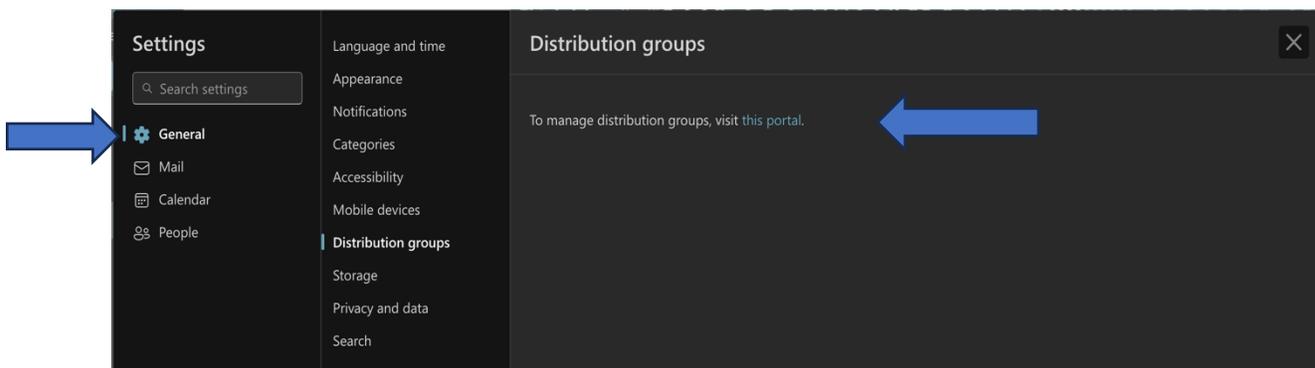
1. Go to [login.southernct.edu](https://login.southernct.edu) and log in with your SCSU email address and password.
2. On the top left-hand corner of the dashboard select the 9-dot icon to find and select "Outlook". This will open the Outlook Web App (OWA).



4. Select the gear icon from the upper, right-hand toolbar, then “View all Outlook settings”.



5. Select “General”, then “Distribution groups”. Click on “this portal”.



6. Here you will be shown which Distribution groups you have access to and which you are an owner of. Select the account you wish to delegate access to under “Groups I own”. Double click on the desired email address to prompt the next step.

## Groups

Instead of a distribution group, consider using a new Microsoft 365 Group to collaborate by sharing conversations, documents, and a calendar. [Learn more](#)

Groups I belong to   Groups I own

Join   Refresh

3 items  

<input type="radio"/>	Name ↑	Email address
<input type="radio"/>	EXO DG IT HelpDesk	ITHelpDesk@southernct.edu
<input type="radio"/>	EXO DG IT Staff	OITStaff@southernct.edu
<input type="radio"/>	EXO SG IT helpdesk	DoNotUsehelpdesk@southernct.edu

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Groups I belong to   **Groups I own**



Add new group   Refresh

1 item  

<input type="radio"/>	Name ↑	Email address
<input type="radio"/>	EXO DG IT HelpDesk	ITHelpDesk@southernct.edu

7. Select “Members”, then select “View all members”.

X

**EXO DG IT HelpDesk**  
Distribution list group  
 Leave group

**General**   **Members**

Name	Email address
EXO DG IT HelpDesk	ITHelpDesk@southernct.edu

Alias	Notes
ITHelpDesk	

**Hide from global address list (GAL)**  
No

EXO DG IT HelpDesk  
Distribution list group  
Leave group

General **Members**

**Membership request**  
Requests to join are automatically rejected

Owners

[View all owners](#)

Members

[View all members](#)



8. Enter the name of the individual you would like to grant access to.

Members

+ Add members      2 items      Search

9. Once found, select the circle to the left of their name.

**Add members**

Refresh      1 item      otusowl

<input type="radio"/>	Name ↑	Email address
<input type="radio"/>	Otus Owl	otusowl@southernct.edu

10. You will see the blue check symbol next to their name once selected.

<input checked="" type="checkbox"/> Name ↑	Email address
<input checked="" type="checkbox"/> Otus Owl	otusowl@southernct.edu

11. Once confirmed, scroll to the bottom and select “Add”.



11. Select “Save”.

12. The user will now be able to add the shared mailbox to their account.

**Note: In order to be added to a Distribution group as an Owner, that individual must be added as a Member to that Distribution group first. Once that user has been added as a member they can be added as an Owner following the same procedures used to add them as a member.**

EXO DG IT HelpDesk  
Distribution list group  
Leave group

General **Members**

**Membership request**  
Requests to join are automatically rejected

Owners

[View all owners](#)

Members

[View all members](#)