Outlook’s Delegate Feature allows a colleague to send new messages, replies, and forwards on their colleague’s behalf. In order to do this, the folder’s owner must give you permission to their mailbox at an “Editor” or “Author” level.

Giving A Colleague Delegate Access To Your Mailbox

First you must share your mailbox with your colleague. This is shown in the “Sharing Your Mailbox and Inbox” tutorial.

1. Once you have shared your mailbox, go to Tools->Options
2. Go to the “Delegates” tab and click “Add” to select who you want to give access to. From the All Users address book, search and add the names of the people you want to give delegate access to.
3. Now you get to decide the exact level of access that your colleague gets to your mailbox. REMEMBER: YOU MUST GIVE PERMISSION TO YOUR MAILBOX AT THE MINIMUM OF THE “EDITOR” OR “AUTHOR” LEVEL IN ORDER TO USE THE DELEGATE FEATURE. It’s recommended to check the “Automatically send a message to delegate summarizing these permissions” so the person knows that you have given them permission to your mailbox and what level of access they now have. An example of the email that will be sent if you check this box is shown below. Click OK when you are finished.

How to Act as the Delegate

In order to act as the Delegate, you must add their mailbox to your folder list. This is shown in
the "Sharing Your Mailbox and Inbox" tutorial.

1. Once you have added their mailbox, click New->Mail Message
2. In the “From” box, type the name of the person you are sending on behalf of. If you leave the box blank, the message is sent from you. If the From field is hidden, go to Options and click “Show From.”