

Converting GroupWise Proxy Access to JagMail Delegate

As you begin working with your JagMail account through the web interface to the account or through the Outlook Mail Client, you will need to set up access equal to what you had in GroupWise. There are two different types of access that can be granted in GroupWise:

1. Proxy Access to your account
2. Shared Access to resources belonging to your account

Proxy access means that another user can view your email, calendar, or both email and calendar. With this access, you may grant different levels of access to each element ranging from read only to full access. When another user has full access to your email account, they may view and send messages or view and add calendar events just as if they are you.

Shared Access can be granted to some of your resources such as calendars, folders, or address books. When resources are shared with another account, the resources appear in that individual's navigation panels just as personal resources belonging to the user.

In order to retain similar sharing of email and calendars in JagMail, we must use tools that differ slightly from the Proxy and sharing known to GroupWise. The steps below will describe how "sharing" or "delegation" are configured.


Proxy access for mail

First of all, look at the terminology. Proxy in GroupWise = Delegate in JagMail. To let someone else manage your mail account using JagMail Web View or Google Apps Sync for Microsoft Outlook requires action on your part as well as on the part of the delegated user.¹

- You must sign in to Google Apps and grant access to other users (up to 25).
- The delegated users must then add your account to their Google Apps profile in Outlook.

Step 1 -- Grant Delegate Access²

Here are the steps to grant access to another user so they can read or have full access to your email:

1. Click the gear icon  in the upper right, then select **Settings**.
2. Select the **Accounts and Import** tab.

¹Step-by-step instructions copied from <http://support.google.com/a/bin/answer.py?hl=en&answer=170957>

² Step-by-step instructions copied from <http://support.google.com/mail/bin/answer.py?hl=en&answer=138350>

3. Under '**Grant access to your account**,' click the **Add another account** link.
4. **Enter the email address of the person** you'd like to access your account and click **Next Step**. Remember you can only enter a JagMail address from your domain (@southalabama.edu).
5. You'll see a confirmation message. Click **Send email to grant access** if you're sure.
6. The delegate will receive a verification email explaining that you've granted access to them.
7. After the delegate confirms this request, 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.

Your delegate can now use their Outlook profile to read, send, and delete messages on your behalf. Messages your delegate sends for you can show you as the sender in Outlook.

Notes for delegated access

One level of access: You can't set different access levels for delegates (such as Reviewer or Author permissions) or folder-specific permissions, as you can when using Outlook with Microsoft® Exchange. You can grant only one level of access, allowing the delegate full permissions to read, send, and delete messages from all your mail folders.

Can't hide private messages from delegate: Sending a message with a **Sensitivity** setting of **Private** in Outlook does *not* hide the message from your delegate, who will instead be able to see the message in your Sent Items folder. Unlike with Exchange, anyone who has permission to access your mail will be able to see your private messages.

Can't see delegate's Sent Items: Messages sent on your behalf are available in the delegate's **Sent Items** folder but not yours. As a result, you won't see messages sent on your behalf until someone responds and you see the reply in your Inbox. As a good practice, you should request that a bcc be sent to you, the account owner, when messages are sent on your behalf.

Step 2: Option 1 -- Add Delegated Access to your JagMail Web View

Once someone grants access to their JagMail account for mail the delegated user needs to take appropriate action to accept the assignment for your JagMail Web View. Here are the required steps for mail:

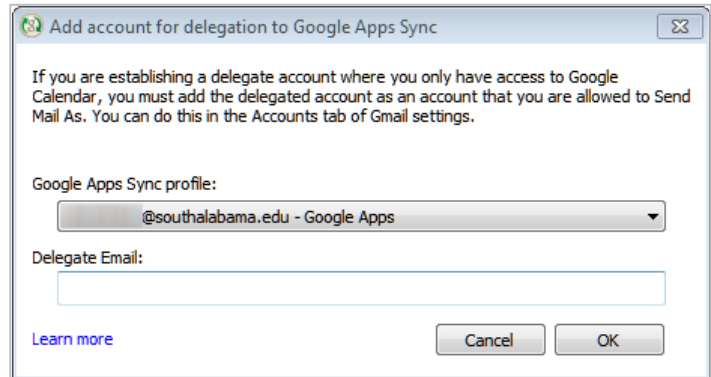
1. Open the email in your inbox indicating the owner of an email account has granted you access. The message will appear something like this: 'Joe has granted access to their University of South Alabama account – accept or deny.'
2. Click on the link within the message indicating you wish to accept the request.
3. Within 30 minutes, you will see another address listed under your own when you click the drop-down arrow next to your JagMail address in the top right corner of the window. You can switch to this other account by clicking the address and begin to view and send messages on behalf of the account owner.

Step 2: Option 2 -- Add Delegated Access to your JagMail Google Apps Profile

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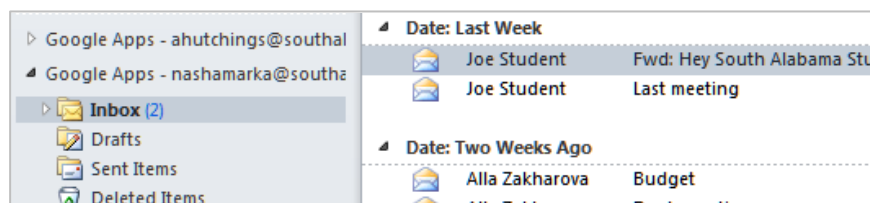
Once someone grants access to their JagMail account for mail the delegated user needs to take appropriate action to add the delegated account profile to **Google Apps Sync** so the account can be managed from Outlook.

1. Have an individual grant you access to their JagMail account as outlined previously in Step 1.
2. Open JagMail and respond to the email that was generated when access was granted; accept the delegation. (This is the same as Step 2: Option 1 outlined previously.)
3. Go to the **Windows Start menu**, open **All Programs**, and choose **Google Apps Sync > Add account for delegation**.
4. From the dialog, choose your **Google Apps profile** (if more than one Outlook profile is available). Then enter the primary **Email** address to which you have been granted access (don't use an alias).

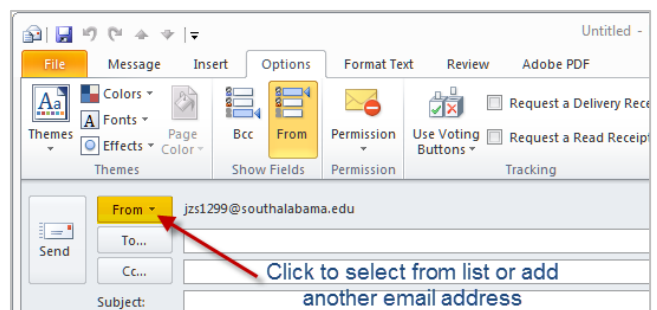


Notes for using delegated access³

When you use **Google Apps Sync for Microsoft Outlook®** to add someone else's account to your Outlook profile for delegation, the account appears in **Mail Folders** underneath your own (you might have to scroll down or collapse your account to see it). If that person grants you access to their mail, you can open their mail folders and read, delete, send, and reply to their messages.



To send a message on the other person's behalf, click **Show From** on the **Options** tab at the top of the window where you compose the message. Then enter that person's address in the **From** field that appears. (Or if the **From** field is already there, click the button to choose the address from a list.)



³ Notes copied from <http://support.google.com/a/bin/answer.py?hl=en&answer=170962>

Recipients will see that person's address in the message's **From** field. Messages you reply to on that person's behalf show them as sender, too.


Remember that some data doesn't sync:

- **Color categories and reminders.** Color categories, reminders, and other information specific to Outlook doesn't sync with Google Apps and therefore won't sync between you and another individual. If you choose a color category or add a reminder to a message in you're a delegated account Inbox, the color or category doesn't show up for account owner, who will also need to add the color or category.
- **Local mailbox size.** Google Apps Sync can store up to 1 GB of messages in any local Outlook PST file. However, if the Inbox of an account delegated to you has more mail than that, older messages are purged from Outlook. The messages aren't actually gone—you can still access them from the JagMail account in the web interface.

D. Configure Calendar Notifications

If you're accessing the calendar of another individual, you may wish to **configure your calendar notifications** to receive his or her calendar notifications in your own mail Inbox.

How to configure notifications:

1. Sign in to **Google Calendar**, Click the gear icon  in the upper-right and select **Gmail settings**, and open the **Calendars** tab.
2. Click the **Notifications** tab next to the calendar that's been shared with you.
3. Check the **Email** box for each type of notification you want to receive (for new invitations, changed invitations, and so on).