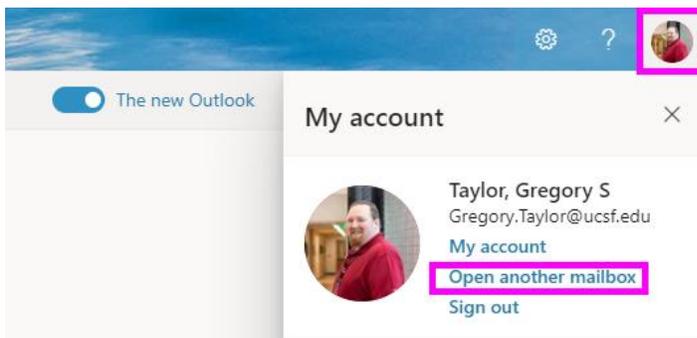


Sharing Outlook mailbox permissions takes the place of GroupWise Proxy Access for both sharing your mailbox, to include sharing the mailbox of a “group email account” (fka Resource account in GroupWise). This is a two-step process involving both the owner of the mailbox and the person(s) to whom you wish to delegate permissions.

## STEP 1: Group Email Account Owner

### *Accessing Outlook Group Email Account:*

1. To access the mailbox in Outlook Web App (OWA) login to <https://email.ucsf.edu> and click the **Profile Icon** in the top right corner of the screen

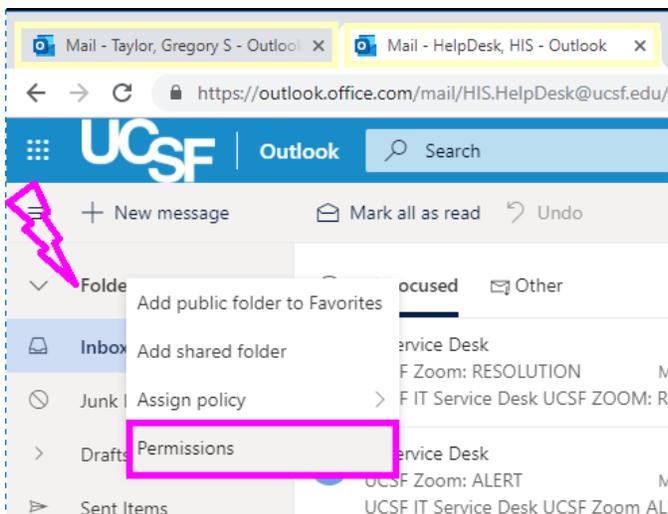


**NOTICE: This function is only available for the Outlook Group Email Account owner (fka GroupWise Resource Owner)**

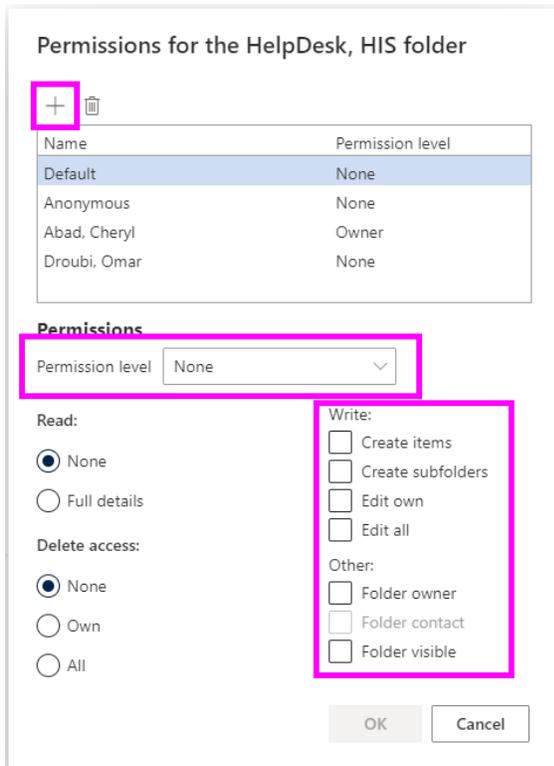
2. Type in the group email account’s full address (Example: [HISHelpDesk@ucsf.edu](mailto:HISHelpDesk@ucsf.edu))

### *To Grant Sharing Permissions:*

1. Right Click on **Folders** and select **Permissions**



2. **Notice:** When accessing multiple mailboxes in OWA, each mailbox will open in individual browser tabs as shown above (outlined in yellow).



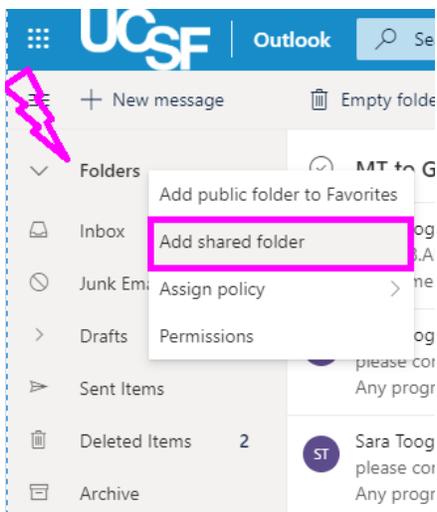
3. To give permissions to the inbox, click the **PLUS SIGN (+)** at the top left of the dialog box and then type in the delegate's name or email address
4. Configure from several predefined permissions settings in the drop-down menu or configure custom permissions.

5. Each subfolder (**Inbox, Sent Items, etc.**) must be assigned permission individually. Repeat steps 1-4 for each folder you would like to share

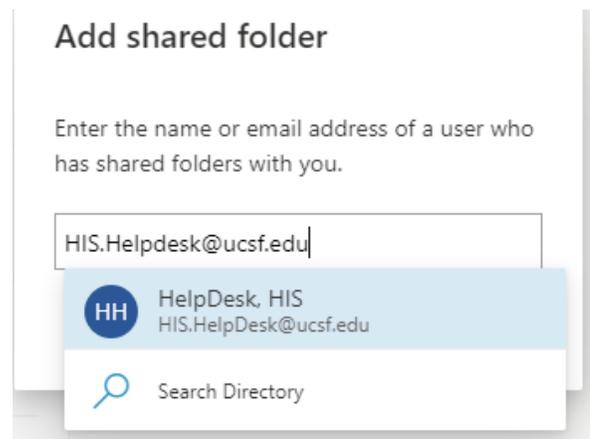
## STEP 2: The delegate who needs to access to the mailbox/folder(s)

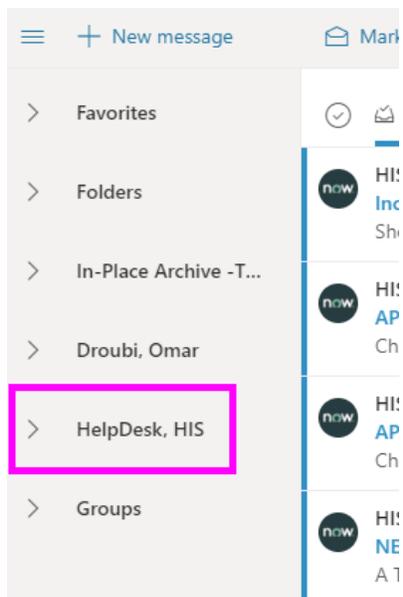
### *Adding Outlook Group Email Account folders:*

1. In order to see the group email, right-click the **Folders** and select **Add shared folder...**



2. Type in the name of the group email account that you were delegated.





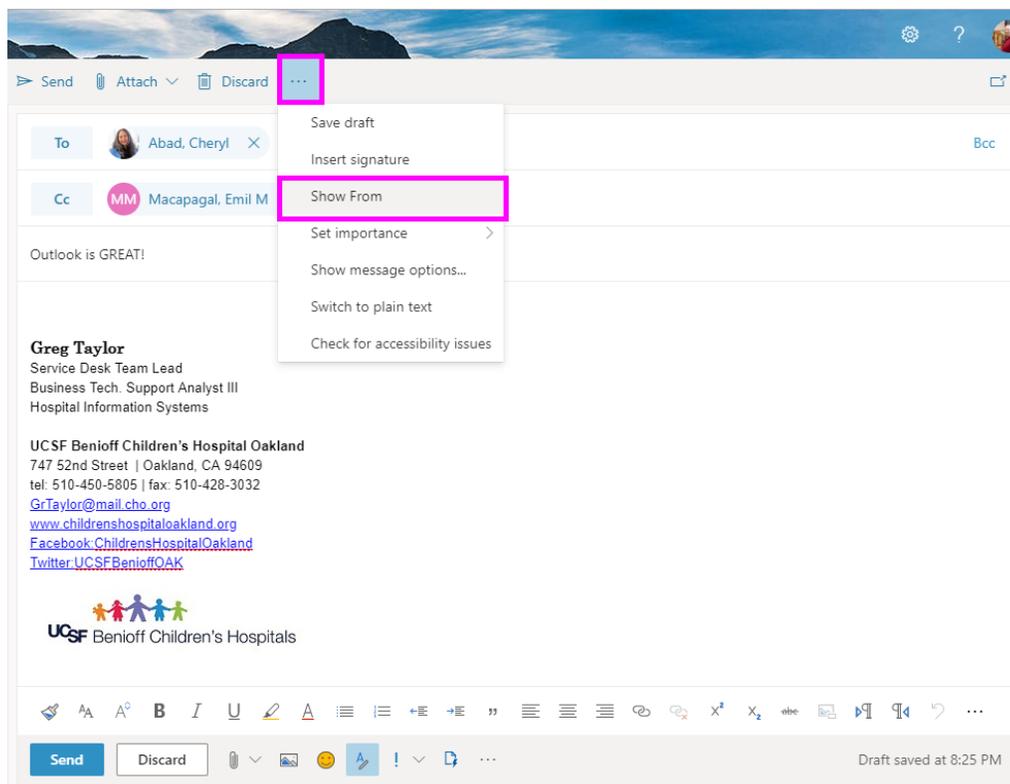
3. Group Email Account folders will now appear below the root folder in OWA left side panel.

4. Expand folder to access all subfolder.

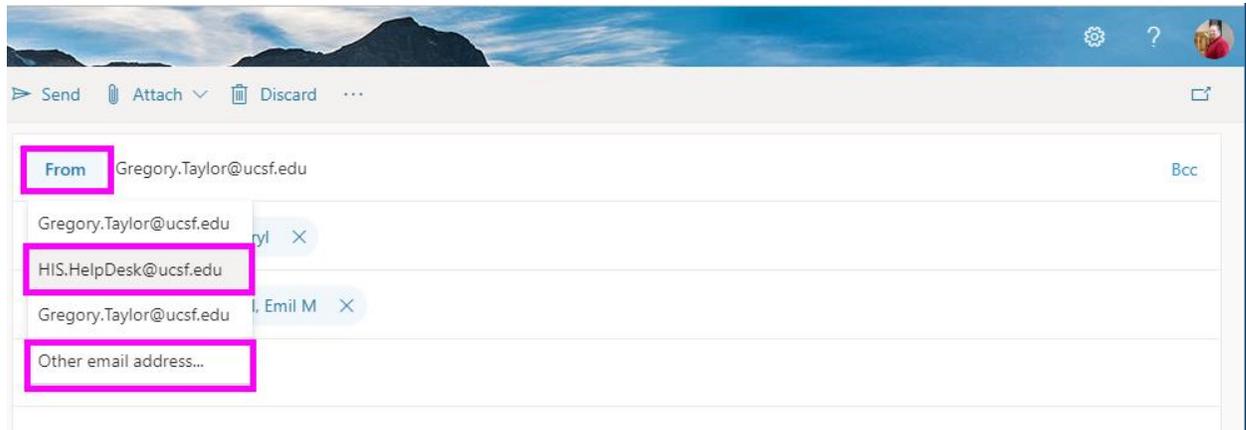
- NOTE: If you do not see the group email in the left side panel in OWA, contact the group email owner and ask them to grant you sharing permissions (see STEP 1).

### *To send email from Outlook Group Email Account:*

1. Click +New Message to open a new email.
2. Change sending address while composing a new email, click the more options .... and choose **Show From**



3. Click **From** to change to the desired address
4. If desired address is not appearing, choose **Other email address** to type in the name of the group email address.



If you need further assistance setting up group email accounts, have questions about, or are experiencing problems with access please contact the HISHelpDesk by calling 510-428-3885 x4357 or sending an email to [HISHelpDesk@ucsf.edu](mailto:HISHelpDesk@ucsf.edu).