

To enable staff to access shared mail accounts, delegate access needs to be setup. Due to the install setup of Lotus Notes, the simplest way to assign delegate access to shared mail accounts is to log into the shared mail account using the Domino Web Access (DWA) – Notes web client.

Before logging into the account you need to know the:

- Username for the shared mail account.
- Password for the shared mail account.

Logging into the Notes web client (DWA)

1. Log into the Monash portal at <https://my.monash.edu.au/>
2. Enter the username and password for the shared account.
3. Click the **login** button.
4. Click on the **Email** tab to access the Notes web client.

Setting up delegate access

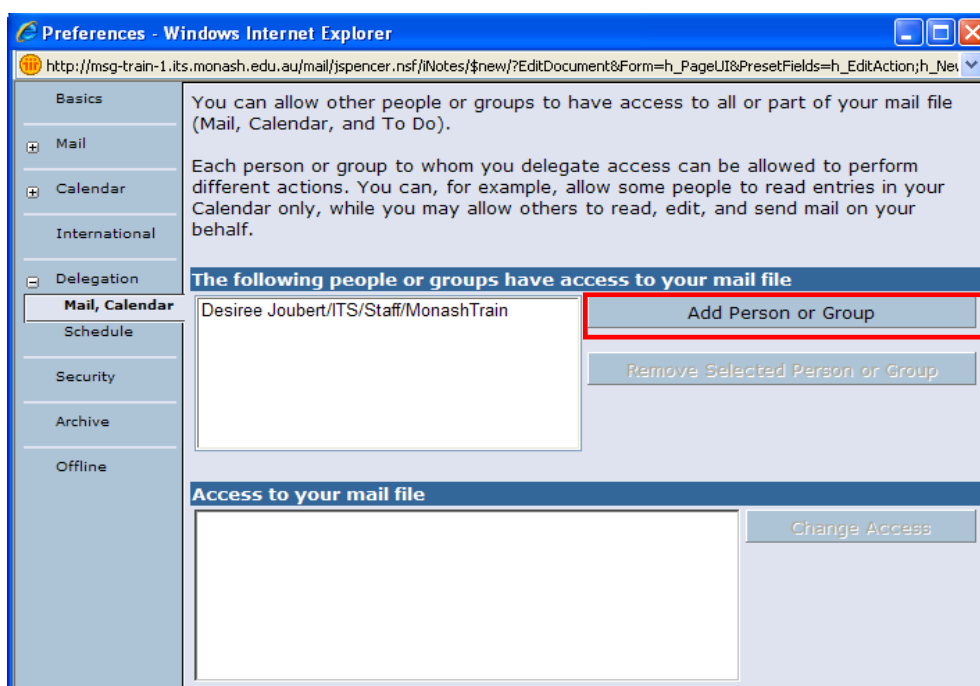
1. From the mail window select **Preferences**.



2. Click the + next to **Delegation** to expand the menu.

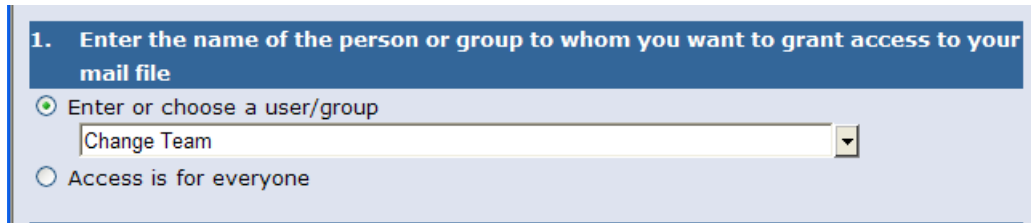
Note: This process below must be repeated for each person or group you wish to assign delegate access to.

3. Highlight **Mail, Calendar**.



4. Select **Add Person or Group**.

5. Add the user or group from your Contacts or **Monash's Directory**.

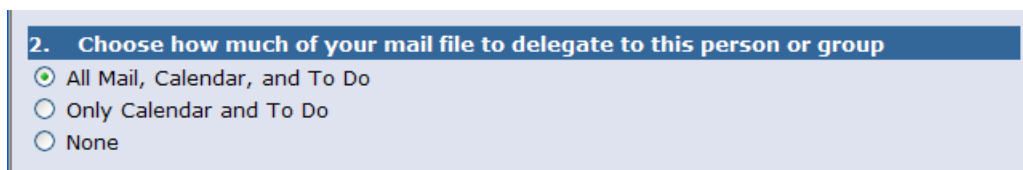


1. Enter the name of the person or group to whom you want to grant access to your mail file

Enter or choose a user/group
Change Team

Access is for everyone

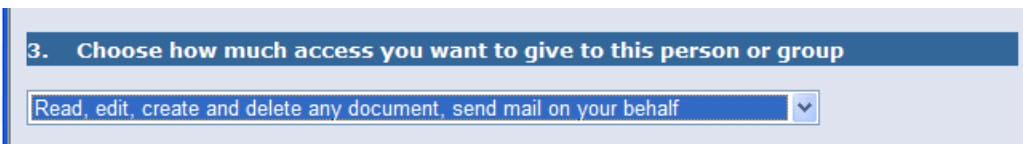
6. Select which components of the mail file the person or group will have access to.



2. Choose how much of your mail file to delegate to this person or group

All Mail, Calendar, and To Do
 Only Calendar and To Do
 None

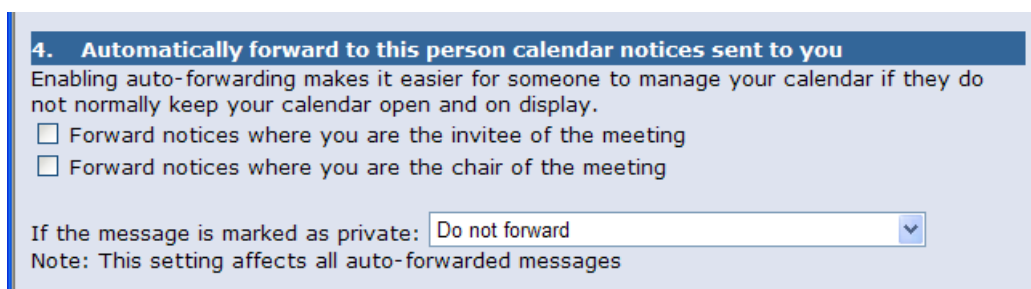
7. Select the level of access.



3. Choose how much access you want to give to this person or group

Read, edit, create and delete any document, send mail on your behalf

8. Enable automatically forwarding if required.



4. Automatically forward to this person calendar notices sent to you

Enabling auto-forwarding makes it easier for someone to manage your calendar if they do not normally keep your calendar open and on display.

Forward notices where you are the invitee of the meeting
 Forward notices where you are the chair of the meeting

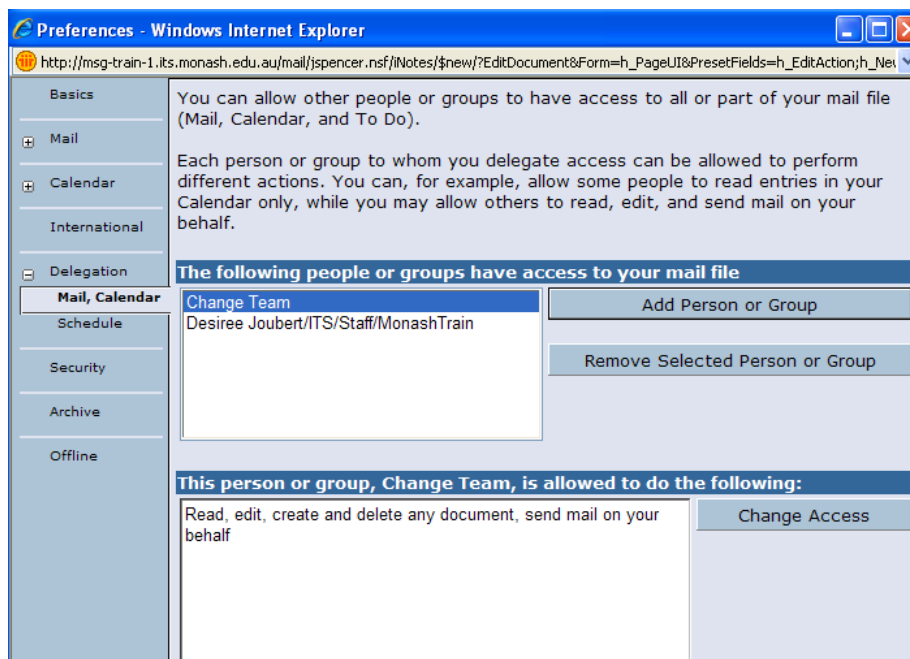
If the message is marked as private: Do not forward

Note: This setting affects all auto-forwarded messages

9. Click **OK**.


Tip: When access is set to **Only Calendar and To Do**, the delegate will have access to the user's Inbox but will only be able to view Invitations. The delegate will not be able to view other mail messages or personal folders.

- Delegate access has now been setup. To check the level of access, click on the person or group name and the level of access will be detailed in the text window below.



Accessing a shared mail account

The following table summarises the different methods of accessing a shared mail account.

Access method	How sent mail appears	Replies received in	More information
Mail account is opened from within an individuals Lotus Notes desktop client (displays in a new tab)	<ul style="list-style-type: none"> ■ The sender appears as the name of the role account. ■ The sent by field in the header of the mail message contains the name of the individual who sent the message. 	The role account	To learn how to open a shared mail account in your Lotus Notes client, see Accessing other accounts (user or shared) (GE04)
Mail account is accessed through the webmail client (http://mail.monash.edu.au) The username and password of the role account is used to login.	<ul style="list-style-type: none"> ■ The sender appears as the name of the role account. ■ The sent by field does not exist. 	The role account.	To learn how to use Lotus Notes webmail, refer to the on-line training available via the portal or from the Lotus Notes Learning link.  within the workstation client.