In O365, you can assign another person to receive, respond and manage your email, contacts & calendar entries on your behalf. This person is called a delegate. As the person granting permission, you determine the level of access that the delegate has to your folders. You can grant a delegate permission to read items in your folders or to read, create, change, and delete items. By default, when you add a delegate, the delegate has full access to your Calendar and Tasks folders. The delegate can also respond to meeting requests on your behalf. This guide will assume you are using Office 2016 on Mac OS X.

Assigning a Delegate

From Outlook 2016, access the Outlook menu at the top of your screen, and click on Preferences.

From the new window, click on Accounts to bring up your email accounts.

The next window will list all accounts that you have configured on your Outlook client. In case you have multiple accounts, look for the account that lists your O365 account. Typically, email addresses are configured as firstname.lastname@utoronto.ca. Once you have the correct account selected, click on Advanced.

On the next window, click on the Delegates tab. Here you can customize individuals you wish to delegate account access to. If you wish to add someone, click on the + icon and search by their name. In the case an individual has multiple entries, be sure to select their @utoronto.ca (O365) account listing.

Once selected, you’ll be able to modify permissions for the user you selected. You can customize their specific levels of access in each of your mail accounts areas: Contacts, Inbox (email), Calendar, Tasks & Notes. You can mix up the permissions – for example, you can grant read access to your email, but full access to your calendar.

On this same window, you can also add yourself as delegate to another account. For this to function, the other party must have already assigned you as delegate to their account.
Also note that you can assign whether the individual can access private items. Click on the checkbox shown above to activate that option on a per-user basis.

Please note – there is another guide on how to adjust your calendar permissions. If you wish to only share calendar appointments with your colleagues, you can adjust your permissions separately. It’s not necessary for you to assign an email delegate in this case.

If you are uncertain if this option is correct for you, please contact the Helpdesk for advice.