

# Using a Delegated Gmail Account

If you are a user or requester of a delegated account, please read all the information on this page carefully

- Delegated Gmail accounts are the secure and modern method for sharing an email address with a group of people.
- Rather than sharing a username and password with all users of the account, it can be **"delegated" to each user's personal account.**
- You'll log in to the shared inbox by launching it from your personal [SJSU Gmail inbox page](#).
- IT will manage which users have access to the account.
- You don't need to worry about changing the password if someone leaves your group.

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## Adding or removing users from an account:

- Create an [IT Help Desk Ticket](#).
- Include the **name** and **SJSU email address** of the user(s) that you wish to add or remove, as well as justification
  - e.g. "this person needs to be added to this account because they just joined our lab" or "this person needs to be removed from this account because they left their position here".
- They will receive an email from Google prompting them to accept the account.
- The user must accept the account within 10 days, or it will expire and will need to be sent again.

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## How to use an account that's been delegated to you:

- When you are added to a shared account, you'll receive an email like this:

Moss Landing Marine Labs IT has granted you access to their SJSU account -- accept or deny?



delegation-...@google.com

to me ▾

Hi Theo,

Moss Landing Marine Labs IT Mailbox <[mlml-it@sjsu.edu](mailto:mlml-it@sjsu.edu)> has granted you <[theo.kell@sjsu.edu](mailto:theo.kell@sjsu.edu)> access to read, delete and send mail on their behalf.

To accept this request, please click the link below:

<https://mail-settings.google.com/mail>

To reject this request, please click the link below:

<https://mail-settings.google.com/mail>

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To learn more about why you might have received this message, please visit: <http://support.google.com/mail/bin/answer.py?answer=138350>.

Please do not respond to this message. If you'd like to contact the SJSU Team, please log in to your SJSU account and click 'Help'.

- Click the link under "To accept this request..." and click **Confirm** on the page that opens.
- Now, when you click on your profile picture at the top-right corner of your SJSU Gmail Inbox Webpage, you'll see the delegated inbox:

The screenshot shows the top of a Gmail inbox. At the top, there's a navigation bar with a dropdown menu labeled 'Active', a help icon, a settings gear, an app drawer icon, the 'SJSU' logo, and a profile picture of Theo Kell. Below this, a blue banner states 'This account is managed by sjsu.edu. [Learn more](#)'. The main profile section features Theo Kell's profile picture, name 'Theo Kell', and email 'theo.kell@sjsu.edu', with a 'Manage your Google Account' button. Below this, a section for 'Delegated' accounts shows 'Moss Landing Marine L...' with email 'mlml-it@sjsu.edu'. There is also an 'Add another account' button. At the bottom, there is a 'Sign out of all accounts' button and links for 'Privacy Policy' and 'Terms of Service'.

- Click on it to open the delegated inbox. It will appear and work just like a regular Gmail inbox.

## Other information about delegated accounts:

- Multiple people can use a delegated account at the same time.
- Delegated accounts **cannot be used on mobile devices**, or with third-party email programs like Outlook and Apple Mail.
- By default, when you send an email from a delegated account, **it will display the individual who sent the email to recipients**, like this:



**Moss Landing Marine Labs IT Mailbox** <mlml-it@sjsu.edu> (sent by theo.kell@sjsu.edu)  
to me ▾

If you want to disable this, so that recipients only see the address of the shared account, please file an [IT Help Desk ticket](#) with that request.

- Delegates can change most settings in Gmail, but some are restricted. If you want to change an advanced setting (such as the display name of the account), please file an [IT Help Desk ticket](#).
- You can also delegate **Google Calendar** and **Contacts** access. Contact IT if you want to enable this for your group.
- If you want to **transfer your email archive from an old account**, a member of IT will need to retrieve the authentication code for you. Contact IT before attempting this.
- You can set up **email forwarding from another Gmail address** just like with any other account.
- There can be no more than 25 users sharing an account.
- Google's support website has more information about delegated accounts:  
<https://support.google.com/mail/answer/138350>

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