Proxy Access

Zimbra handles proxy access (information sharing) through shares and delegation. When an item is shared (e.g. Mail folder, calendar, task list, contacts) recipients will be able to view, edit, add, remove and/or administer the item depending on the role granted. It is also possible to delegate an email account (such as a department resource account) to other users so that they can send emails on behalf of the delegated account.

Sharing Items in Zimbra

In order to grant someone access to another user’s mailbox, it must first be shared by the owner. This procedure is the same for sharing mail folders, address books, calendars, and task lists in Zimbra. The following example will show you how to share a folder from your inbox:

1. Click the appropriate Application tab for the item you want to share (e.g. Mail).
2. In the Overview Pane, right-click the folder/item that you want to share (e.g. Inbox) (see Figure 1).
3. From the drop-down menu, click Share Folder (see Figure 1).

4. The Share Properties window will open. In the Email field, enter the email address of the recipient(s) with whom you are sharing the item with.
5. Under *Role*, click the **radio button** to select the rights for this share (see Figure 3):
   - **Viewer**: The recipient can only view files (see Figure 3).
   - **Manager**: The recipient can view, edit, add, or remove emails, folder, items, and the user can accept or decline items such as other shares or appointments (see Figure 3).
   - **Admin**: The recipient can view, edit, add, or remove emails, accept or decline items such as other shares or appointments, and administer the account (see Figure 3).

6. Under *Message*, select the type of **notification message** to send to recipients from the drop-down menu (see Figure 3).

   **Note:** The standard message informs the user that this account’s mailbox is being shared with them and allows the user to accept or decline the share. A custom email message can be created as well.

7. Click **OK** (see Figure 3).

8. The user will receive an email about the share and must accept the share invitation. Once accepted the shared folder will appear in the **overview pane** like a regular email folder. Users will be able to access the item based on their role.
Accepting Access to a Shared Item

If you receive an email notice that you have been granted access to another person's mail folder, calendar, contact, or task list, you can accept or reject the shared item. If you accept the shared item, the item displays in your overview pane.

To accept access to a shared item:

1. Click Accept Share in the email.

2. The Accept Share window opens and describes the role granted to you (see Figure 5).

3. Before you accept, you can customize the item name and select a color for the item (see Figure 5).

4. Under Color, choose a confirmation from the drop-down to send back to the grantor (see Figure 5).

5. Click Yes (see Figure 5).

6. The new shared item is added to your overview pane and the message is moved to your Trash folder.
Changing Access to a Shared Item

1. Right-click on the shared item in the Overview Pane.
2. From the drop-down menu, click Edit Properties.

3. The Folder Properties window appears. Under Sharing for this folder, click one of the following:
   - **Edit:** Edit the share settings for the shared folder (see Figure 7)
   - **Revoke:** End the share with the selected person (see Figure 7).
   - **Resend:** Resend the share invitation message to the selected person (see Figure 7).

4. Click OK.
Delegating an Account to Send Email Messages From

By adding delegates to a primary account (e.g. a Resource account for your department), delegates will have the option of sending email messages on behalf of the shared account. To assign delegates:

1. Click the Preferences tab.
2. The Preferences will open. On the left-side menu, click Accounts.
3. In the Primary Account Settings under Delegates, click Add Delegate.

4. The Delegate Permissions window will open. In the Email field, enter the email address of the person you want to assign delegate permission to (see Figure 9).
5. Next to Send On Behalf Of, click the checkbox (see Figure 9).
6. Click OK (see Figure 9).
7. The delegate will be added. Repeat steps 3 – 6 to add additional delegates.
8. Next to Delegate Send Settings, select one of the following options:
   - Save a copy of sent messages to my Sent folder: A copy of the sent message will be saved in the sent folder of the Primary Account (see Figure 10).
   - Save a copy of sent messages to delegate’s Sent folder: A copy of the sent message will be saved in the sent folder of the Delegate’s Account (see Figure 10).
   - Save a copy of sent messages to delegate’s Sent folder and my Sent folder: A copy of the sent message will be saved in the sent folder of the Primary Account and the Delegate’s Account (see Figure 10).
   - Don’t save a copy of sent messages: Sent messages will not be saved (see Figure 10).
9. Click Save.

### Sending Emails as Delegate

Once a delegate has been added to an account, they will be able to send emails from their personal Zimbra account as if it were being sent by someone else (e.g. John could send emails from the department’s resource account by logging into his personal email).

If Send On Behalf Of was selected when the delegation was created, emails will show <sender’s name> on behalf of <department resource account>.

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**Figure 10 - Delegate Send Settings**

**Figure 11 - Email Sent on Behalf of**
To send emails as a delegate:

1. Click **New Message**.
2. The **Compose** window will open. Next to **From:** click the **drop-down** menu.
3. Your available accounts will be shown. Select the **delegate account**.

![Select Delegate Account](image)

4. Continue to draft your email. When finished, click **Send**.
5. The email will be sent to recipients and show that it is sent on behalf of the delegated account (see Figure 11).
Shares in Microsoft Outlook

Before a shared item can be viewed in Microsoft Outlook, the item share must be first set up in Zimbra (including accepting any shares). Once the share has been set-up, the shared item can be viewed in Outlook.

Once the share has been created, it can be used similar to how it is used in Zimbra. For example, to view shared calendars:

1. Click on the Calendar tab.
2. The Calendar will open. In the Folder Pane under My Calendars, you will see all calendars shared with your Zimbra account.
3. Click the checkbox next to any calendar to display it.

![My Calendars](http://uits.kennesaw.edu/cdoc)

Figure 13 - Calendar Shares in Microsoft Outlook

Please refer to the Connecting Microsoft Outlook with Zimbra, and Using Microsoft Outlook with Zimbra guides found on the UITS Document Center at: [http://uits.kennesaw.edu/cdoc](http://uits.kennesaw.edu/cdoc) for more information on using Microsoft Outlook with Zimbra.