

### Delegate Access from HOME (Used to be called “Proxy” Access)

#### Full Mailbox Permissions:

“Full Mailbox Permissions” are generally given to the “Manager” or “Managers” of the mailbox or resource.

If you require the ability to access your mailbox or resource(s) to create rules, signatures etc., the best way is through the OWA (Outlook Web Access: <http://exwebmail.tru.ca>)

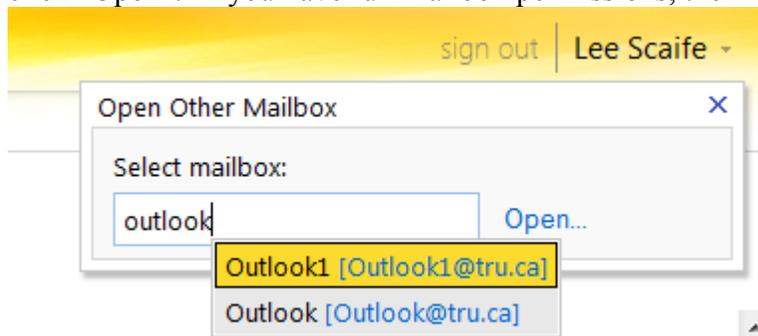
**Exwebmail info:** [http://www.tru.ca/its/hdesk/outlook/outlook\\_web\\_access.html](http://www.tru.ca/its/hdesk/outlook/outlook_web_access.html)

This will require contacting IT Services, to enable this ability through the “Exchange Management Console”.

Please place your request through the IT Service Desk or send an e-mail to [Outlook@tru.ca](mailto:Outlook@tru.ca).

#### How to open a mailbox or resource through OWA:

1. Log into OWA: <http://exwebmail.tru.ca>
2. Click on your name at the top right, and enter the name of the mailbox or resource, then click “Open”. If you have full mailbox permissions, the mailbox will open.



3. Now you can go to “Options” – “See All Options” to manage rules, signatures etc.
4. To get back to your own mailbox/shared folder, just reverse the process. (I.e. Click the name and then enter your name and click “Open”.

**Note:** If you get the following error, or similar error, then you do not have “Full Mailbox Permissions” (Please refer to the first section)

ⓘ Your mailbox appears to be unavailable. Try to access it again in 10 seconds. If you see this error again, contact your helpdesk.