

Apply Mailbox Permissions in Office 365

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If you need user to manage the mailbox of an another user or sent out as them, you will need to grant the user permissions over that mailbox. Exchange Online allows the following permissions to be set up:

Read and Manage: Also know as Full Access, allows another user to view and manage the contents of the user's mailbox. These permissions allows emails to be read, moved and deleted, but does not allow emails to be sent out as the user.

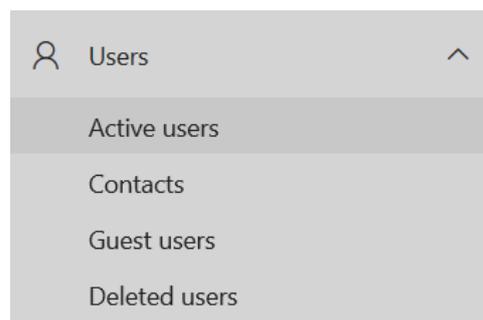
Send As: Allows one user to send as another. To the recipient, an email sent this way will appear to have been sent by the other user. The Sent Item will still be placed into the original user's mailbox.

Send on behalf: Allows one user to send as another. To the recipient, an email sent this way will show both the original sending user and the user they were sending for. The Sent Item will still be placed into the original user's mailbox.

NOTE: Permissions are added onto the source account. For example, if you want User A to send as or manage the mailbox of User B, then permissions will need to be added onto User B's mailbox.

Apply Mailbox Permissions

1. Log into the Microsoft 365 Admin Center using global admin credentials for the tenant:
<https://admin.microsoft.com>
2. Go to 'Users > Active Users'
3. Select the user to apply forwarding from
4. Select the **Mail** heading
5. Under Email forwarding, select



Mailbox permissions

There are no additional mailbox permissions set on this mailbox
[Manage mailbox permissions](#)

Manage mailbox permissions

- Next to the permission you want to grant, select **Edit**

Edit mailbox permissions

Read and manage (0)	There are no additional mailbox permissions set on this mailbox.	Edit
Send as (0)	There are no additional mailbox permissions set on this mailbox.	Edit
Send on behalf (0)	There are no additional mailbox permissions set on this mailbox.	Edit

Close

- Select **Add Permissions**

+ Add permissions

- Tick the checkbox next to the user(s) you want to give permissions to

- Press **Save**

- Press **Close**

Permissions can take a while to propagate. If you recently made these changes, please allow up to an hour for them to process.