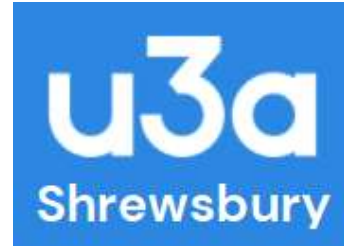


How to Use Gmail Delegation for Role Accounts



Purpose

Delegation gives us two different purposes for Committee Members and Category Leaders. This article uses the New Groups account and its understudy - newgroups-us@shrewsburyu3a.org.uk

- Role accounts (e.g., newgroups@shrewsburyu3a.org.uk) can grant **permanent** access to an understudy account (e.g., newgroups-us@shrewsburyu3a.org.uk) **without sharing passwords**.
- Role accounts can *temporarily* grant access to their mailbox to other @shrewsburyu3a.org.uk email addresses for the period that the main role holder might be away. Holidays or illness for example. The Chairman might delegate access to the vice chair or vice versa.

Delegation allows the understudy or delegate to read and send email on behalf of the role account, while, importantly, keeping a clear audit trail.

1. Add a Delegate (done from inside Gmail)

You must be logged in as the role account (e.g., newgroups@shrewsburyu3a.org.uk). This is not something that IT Support can do. You must do it yourself.

Steps

1. Open Gmail on the Web
2. Click the **cog** → **See all settings**
3. Go to the **Accounts** tab
4. Scroll to **Grant access to your account**

Grant access to your account:
(Allow others to read and send mail on your behalf)
[Learn more](#)

Add an Account

Mark as read
☒ Mark conversation as read when opened by others
☐ Leave conversation as unread when opened by others

Sender information (set by your administrator)
☒ Show this address and the person who sent it ('sent by ...')
☐ Show this address only (itsupport@shrewsburyu3a.org.uk)

5. Click **Add an Account** or **Add another account**. Google will probably ask you to verify your log in details, so you might have to log in again.

Enter the understudy address:

Grant access to your account

Specify a Google Account holder to access your account.

This person will be able to sign in to your account to read, delete and send emails, and edit Gmail settings on your behalf. They will not be able to modify your Google Account settings nor change your password.

Email address:

Cancel

Next Step »

6. newgroups-us@shrewsburyu3a.org.uk

You will be asked to confirm that this is what you want to do

Are you sure?

You're about to grant access to your mail. You'll be able to revoke this later.

In order to complete this process, we need to send google@shrewsburyu3a.org.uk a confirmation email to accept access. After accepting access to your account, they will be able to open your account.

can access your mail using HTTPS only.

Cancel

Send email to grant access

7. Click "Send email to grant access"

8. Google sends a confirmation email to the delegate

9. The Delegate opens the email and clicks the link to accept the delegation.

Geoff has granted you access to their shrewsburyu3a.org.uk account - accept or deny?



shrewsburyu3a.org.uk Team <delegation-noreply@google.com>

To

We removed extra line breaks from this message.

Hi Google,

Geoff Lane < > has granted you < > 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/mda-%5BBANGjdJ9cG-LINRtldvDHO3fx1_sFmrJ4oDMr4_idyxD-MV1olm9If7dUUUdqtGACpkJM_Rx70Dp7MXRNqzYlgQmh-aGPK6ZpTqeQGTxd6lQ%5D-CyPkvqaluF-FIEe9mh7TXyZLLjs

To reject this request, please click the link below:

<https://mail-settings.google.com/mail/mdd-%5BBANGjdJ9TSXluLZACck-2LNtR84e4ndC4gwVdwyKtVOVbmMPyKXkwfBEtPmmLY-H6tuX4czOUD8cOBxlgTDpLyegNSzRkSNrAFCnkhNBW%5D-CyPkvqaluF-FIEe9mh7TXyZLLjs>

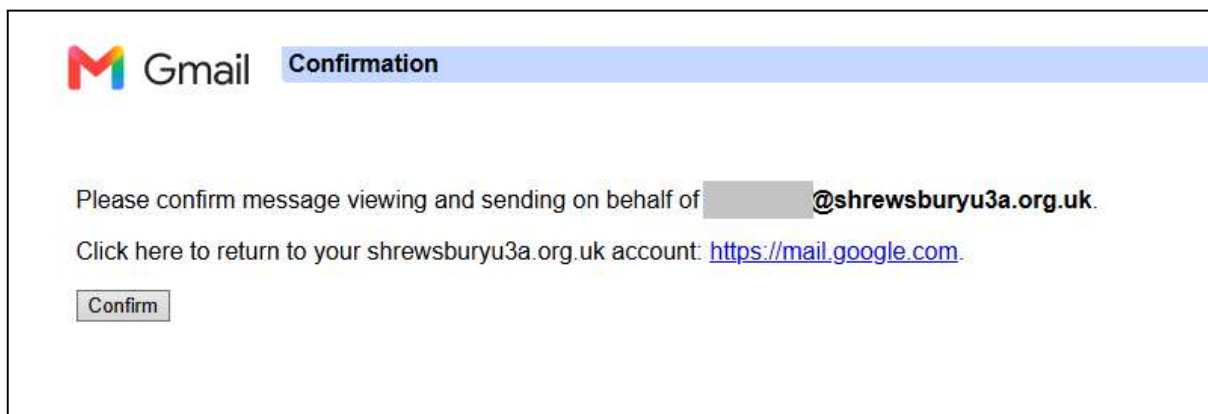
To learn more about why you might have received this message, please visit: <http://support.google.com/mail/bin/answer.py?answer=138350>.

Please do not respond to this message. If you'd like to contact the shrewsburyu3a.org.uk Team, please log in to your shrewsburyu3a.org.uk account and click 'Help'.

[↩ Reply](#) [↩ Reply All](#) [→ Forward](#) [⋮](#)

Fri 19/06/2026 17:35

The link from the email opens a Webpage. Click Confirm here



Activation normally takes 5–10 minutes .

2. How the Understudy Accesses the Role Inbox

Log into the understudy or delegated account (e.g., newgroups-us@).

1. Open Gmail
2. Click the profile icon (top right)

Choose:

3. **“Newgroups (delegated)” or whichever account has been delegated to you.** It is marked as a delegated account.
4. Gmail switches into the role inbox. To all intents and purposes, this is now ‘Just’ another gmail account.

3. Sending Email as the Role Account

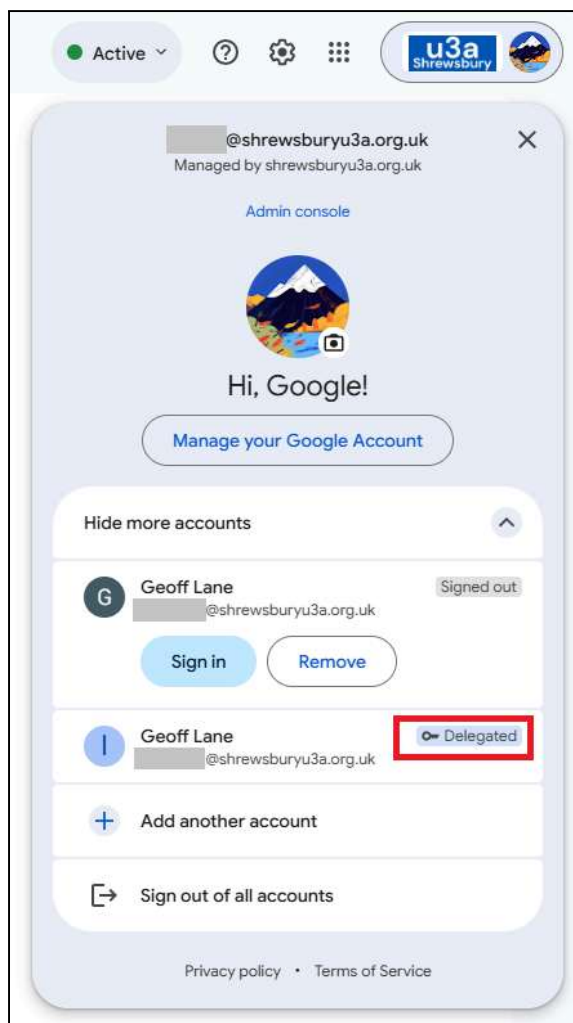
When the understudy or delegate sends email from the delegated inbox, recipients see:

From: newgroups@shrewsburyu3a.org.uk

Sent by:

newgroups-us@shrewsburyu3a.org.uk

This preserves accountability.



4. Removing a Delegate

Log in as the **role account**:

1. Gmail → **Settings** → **Accounts**
2. Under **Grant access to your account**, click **Delete** next to the understudy address.

Access is removed immediately.

5. Access on your Smartphone or tablet

✓ Apple Mail (iPad / iPhone) — YES, delegates can access the mailbox

Apple Mail fully supports Gmail delegation.

A delegated mailbox appears automatically under:

Mailboxes → **[Delegated Account Name]**

The understudy can:

- Read mail
- Send mail “on behalf of”
- Archive / delete
- Search
- Use it just like any other mailbox

Apple Mail is excellent with delegated Gmail accounts.

✗ **Android Gmail App — NO, delegates cannot access the mailbox**

This is the annoying bit.

The Gmail app on Android does NOT support delegated accounts.

Google has never added it.

So on Android:

- You cannot open the delegated mailbox
- You cannot send “on behalf of”
- You cannot switch into the role inbox
- You cannot view delegated folders Even Google’s own documentation confirms this. Your only option is to use Gmail on the Web. .