

Google Workspace Mail Management: Account Delegation and "Send Mail As"

This document provides complete, step-by-step instructions for allowing team members (`user1@teamwebmarketers.ca` and `user2@teamwebmarketers.ca`) to manage and send emails on behalf of a departmental address (`sales-group@teamwebmarketers.ca`).

It covers both **Native Mail Delegation** (switching inboxes seamlessly) and **SMTP "Send Mail As" Setup** (sending directly from a personal inbox).

Phase 1: Google Admin Console Preparation

Before users can share access or configure SMTP aliases, an administrator must enable the necessary permissions globally.

Step 1: Enable Mail Delegation

1. Log in to the [Google Admin Console](#) using administrator credentials.
2. Navigate to **Apps > Google Workspace > Gmail > User Settings**.
3. Locate **Mail delegation** and check the box for *"Let users delegate access to their mailbox to other users in the domain"*.
4. Click **Save**.

Step 2: Enable Per-User Outbound Gateways (Fixes SMTP Errors)

If users receive an error stating they "*must send emails through teamwebmarketers.ca SMTP servers*" when adding an alias, this setting is required.

1. Still in the Admin Console, navigate to **Apps > Google Workspace > Gmail > End User Access**.
2. Locate **Allow per-user outbound gateways** and click the edit (pencil) icon.
3. Check the box labeled "*Allow users to send mail through an external SMTP server when configuring a 'From' address hosted outside your email domain*".
4. Click **Save**.

⚠ **Important Propagation Note:** Global admin setting changes can take between 15 minutes and 24 hours to take effect domain-wide. If steps in Phase 2 or 3 fail immediately, please wait and try again later.

Phase 2: Native Mail Delegation (Recommended)

Native delegation allows users to read, organize, and reply to emails by switching into the `sales-group@` inbox without needing passwords or SMTP configurations.

Step 1: Grant Access from the Department Account

1. Log into Gmail using the credentials for `sales-group@teamwebmarketers.ca`.
2. Click the **Settings (gear) icon** in the top-right corner and select **See all settings**.
3. Click the **Accounts (or Accounts and Import)** tab.
4. Under the "*Grant access to your account*" section, click **Add another account**.
5. Enter `user1@teamwebmarketers.ca`, click **Next Step**, and then **Send email to grant access**.
6. Repeat this process to add `user2@teamwebmarketers.ca`.

Step 2: Accept the Invitation & Access the Inbox

1. Have `user1@` and `user2@` open their own respective inboxes.
2. Open the automated confirmation email from Google and click the verification link inside.
3. To access the delegated mailbox, the user clicks their **Profile Avatar** in the top-right corner of their Gmail.
4. Select `sales-group@teamwebmarketers.ca (delegated)` from the drop-down menu. The inbox will open in a new tab.

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