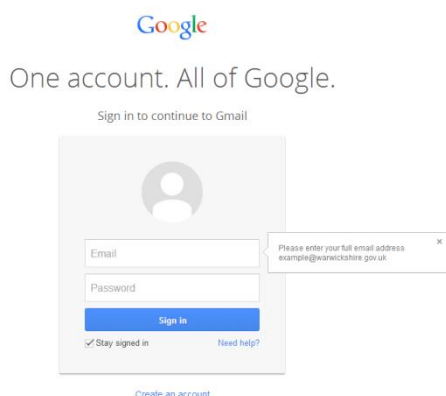


Process for setting up 2-step verification on a shared mailbox in Google

Once two-step verification is enabled on a shared mailbox, the nominated manager of the mailbox will need to follow the same setup process for the shared mailbox as they did for their personal mailbox (shared mailboxes will have 2-step verification enabled at the same time as the manager's personal mailbox.)

To login to the shared mailbox, open Google Chrome and enter <http://gmail.warwickshire.gov.uk/> in the address bar at the top of the screen (you may need to sign out of your personal account first if you do not see the screen below)



Enter the first part of the e-mail address allocated to the shared mailbox in the 'Email' field and the password set by the manager following migration from Lotus Notes.

If you cannot remember the password used the nominated manager will have to call the ICT Service Desk on ext 4141

You will then need to follow the process for enabling 2-step verification please contact the ICT Service Desk if you need support with this.

NB Any users who access the mailbox via delegated access (where the mailbox is selected by clicking the arrow to the right of their e-mail address or profile picture in the top right hand corner of the screen) will **NOT** be affected by activation of 2-step verification and can continue to access the messages.

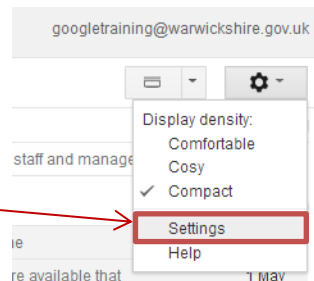
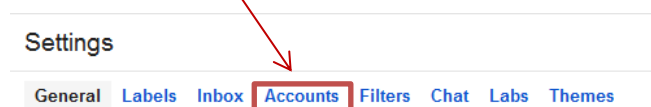
The manager of the mailbox will need to ensure that ALL users who require access to the mailbox have delegated access; the process if users do not already have access is detailed below.

Delegating Access to other users

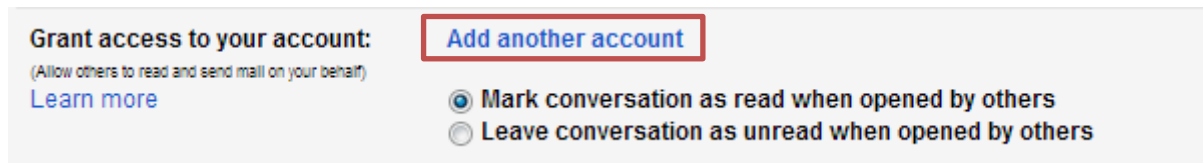
To 'delegate' access to the mailbox to other users, click the 'cog' icon towards the top right of the screen and select 'Settings'.

This will display the 'Settings' screen.

Select the 'Accounts' tab



In the 'Grant access to your account' section of the screen, click 'Add another account'

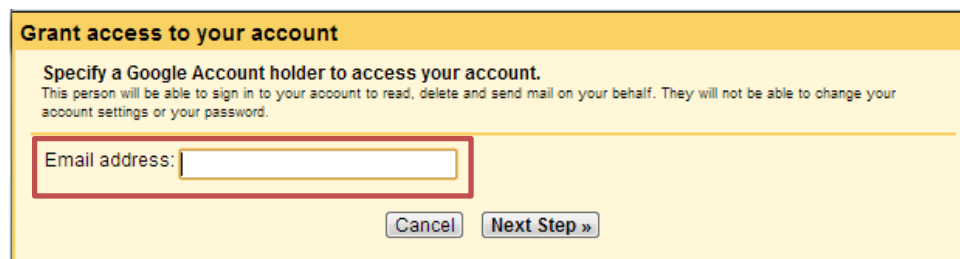


Grant access to your account:
(Allow others to read and send mail on your behalf)
[Learn more](#)

[Add another account](#)

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

Enter the e-mail address of the user you wish to delegate access to in the 'Email address' field. **NB** the default setting is 'Mark conversation as read when opened by others' if you prefer the messages to remain unread, change the setting to 'Leave conversation as ...'

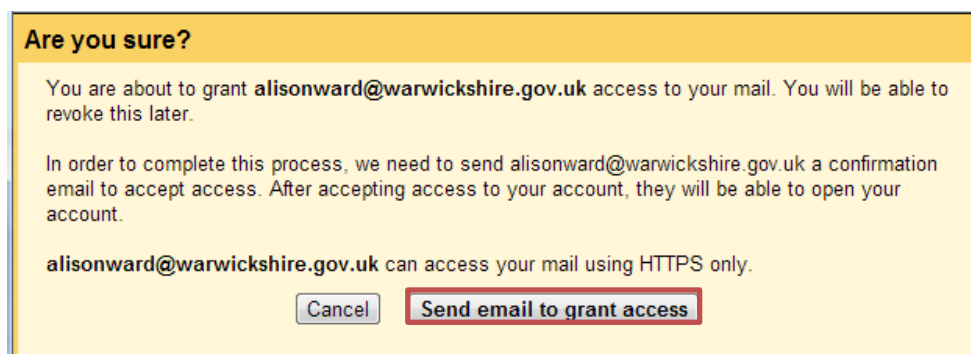


Grant access to your account

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 mail on your behalf. They will not be able to change your account settings or your password.

Email address:

Click 'Next Step'. The following message will appear. You will need to click 'Send email to grant access' to complete the process.



Are you sure?

You are about to grant **alisonward@warwickshire.gov.uk** access to your mail. You will be able to revoke this later.

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

alisonward@warwickshire.gov.uk can access your mail using HTTPS only.

An e-mail will be sent to the e-mail address specified. This e-mail will contain the following links:

To accept this request, please click the link below:
<https://isolated.mail.google.com/mail/mda-8bb5db6d96-alisonward%40warwickshire.gov.uk-KGKq9eFZXAx0MLRv1enofnDYe2w>

To reject this request, please click the link below:
<https://isolated.mail.google.com/mail/mdd-8bb5db6d96-alisonward%40warwickshire.gov.uk-KGKq9eFZXAx0MLRv1enofnDYe2w>

Once the user clicks the link underneath the text 'To accept this request, please click the link below:' they will have access to the shared mailbox.

NB This process will need to be repeated for each e-mail address that the administrator wishes to delegate access to **up to a maximum of 25 users**.

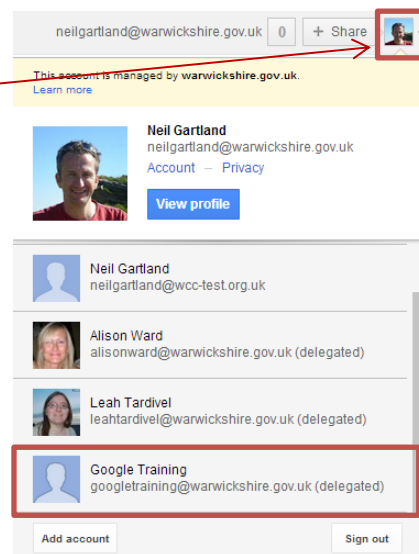
Accessing a shared mailbox

Each user will be able to access the mailbox by clicking the arrow to the right of their e-mail address or profile picture in the top right hand corner of the screen.

If you have been granted access and have clicked the link in the e-mail to accept access to the account, the name of the mailbox will be displayed in the list e.g. Google Training. **(It may take up to 60 minutes for the account to appear)**

Click on the account you wish to access in the list and the mailbox will be opened in a new tab in Google Chrome and can be dealt with as you would your own e-mail.

NB You can 'pin' this tab for ease of access in the future.



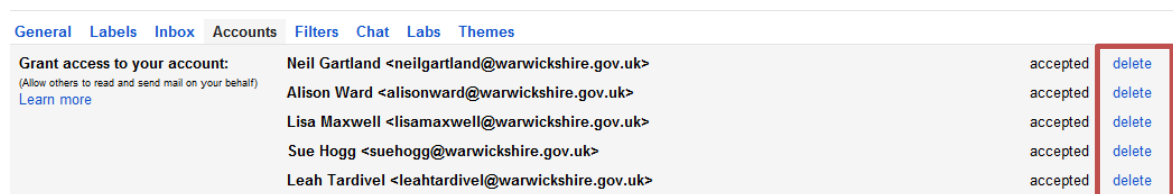
When you compose, reply or forward a message in the shared mailbox, the recipient will see the mailbox name as sender name followed by the e-mail address of the person who sent the e-mail in brackets e.g. Google Training (sent by neilgartland@warwickshire.gov.uk)

Please note you will not receive e-mails in your personal account advising you of the arrival new e-mail into the shared mailbox, you will need to ensure the mailbox is manually checked for new messages.

Removing delegated access

If you need to remove access to the shared mailbox, click the 'cog' icon in the upper right hand corner of the screen, select Settings. Click the Accounts tab.

In the "Grant access to your account" section, click delete on any account you want to remove.



Only the nominated mailbox administrator will have the ability to delegate or remove access to the shared mailbox. If this person leaves WCC please contact the ICT Service Desk to nominate a replacement.