Set email delegation to Google Groups via GAT Flow

Email Audit & Management · https://gatlabs.com/knowledge/tech-tips/set-email-delegation-to-google-groups-via-gat-flow/

GAT Flow is a very intuitive and comprehensive tool used by Administrators to effectively and easily manage their Google domains.

It enables the mass sending of requests, which is why it is a very useful tool for efficient onboarding, offboarding, and/or modifying domain users.

One of the actions that can be easily performed is to delegate email not only to the individual user of your domain but also to **Google Groups**.

This is useful when a particular Group of people, e.g. members of the *hr.project@domain.com* group, needs to have access to particular users of the domain (**Delegate TO** Group called *hr.project@domain.com*),

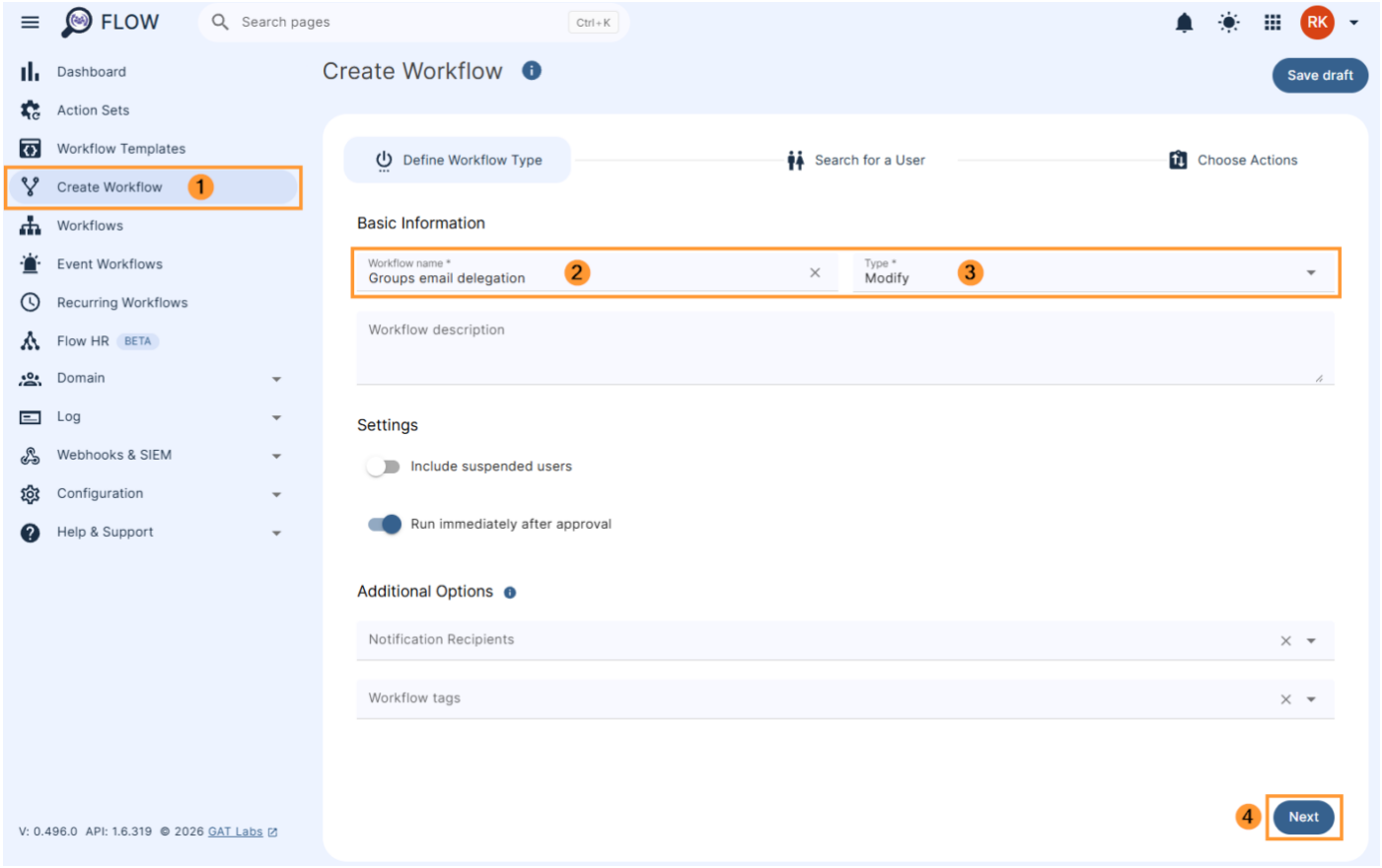
Below are the steps to set up email delegation to a **Google Group**.

Create workflow

To create a workflow, navigate to **Flow > Create workflow** (1).

Next, fill in the details as follows under the **Workflow type** tab:

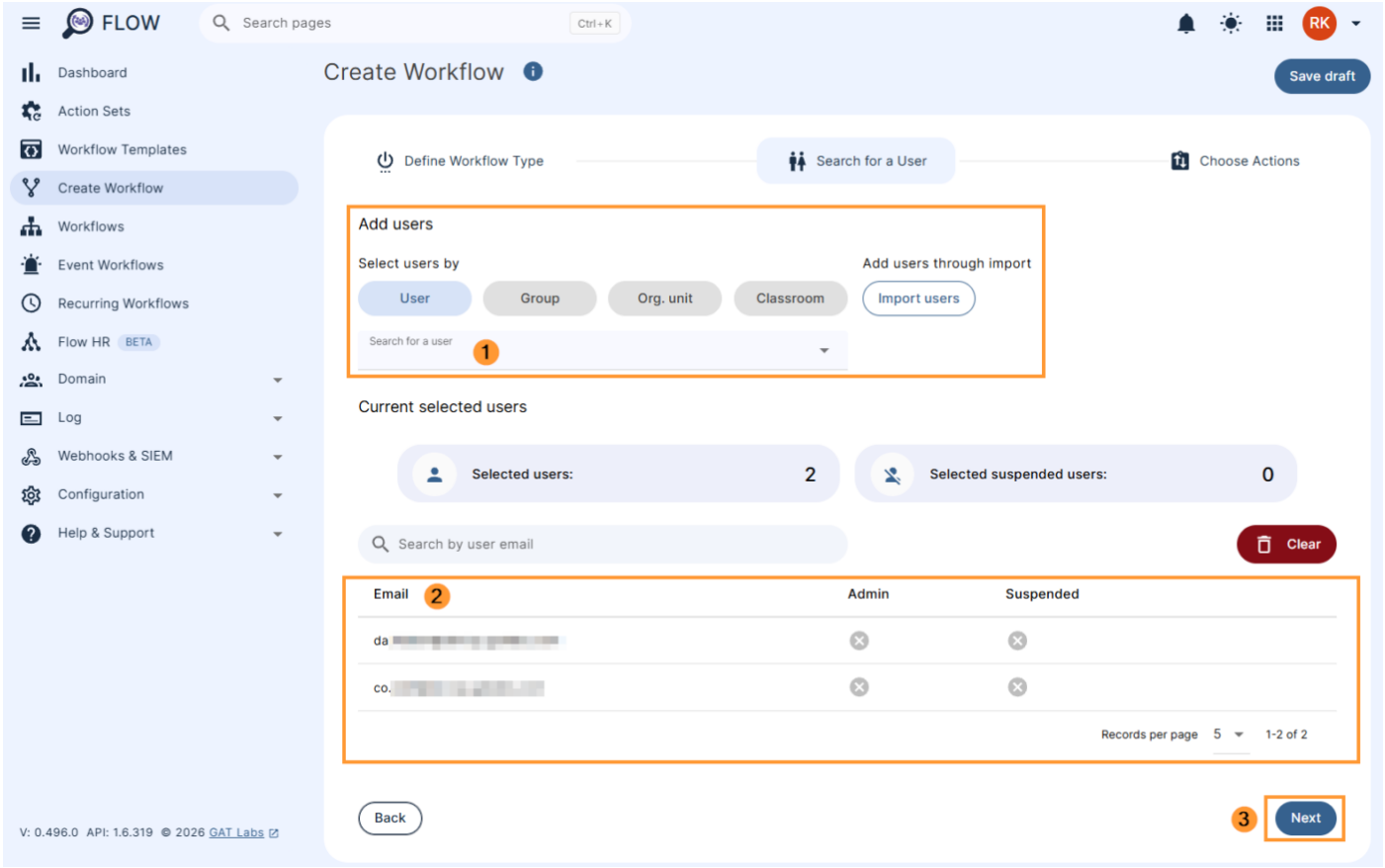
- Name – enter a name for the workflow, (e.g. ‘Groups email delegation’) (2)
- Type – select the type of workflow you want to use (**Modify or Offboarding**) (3)
- Next – click to proceed (4)



Select the user(s)

Under the Search for a user section, select one user or multiple user accounts for which you want to set the email delegation (1).

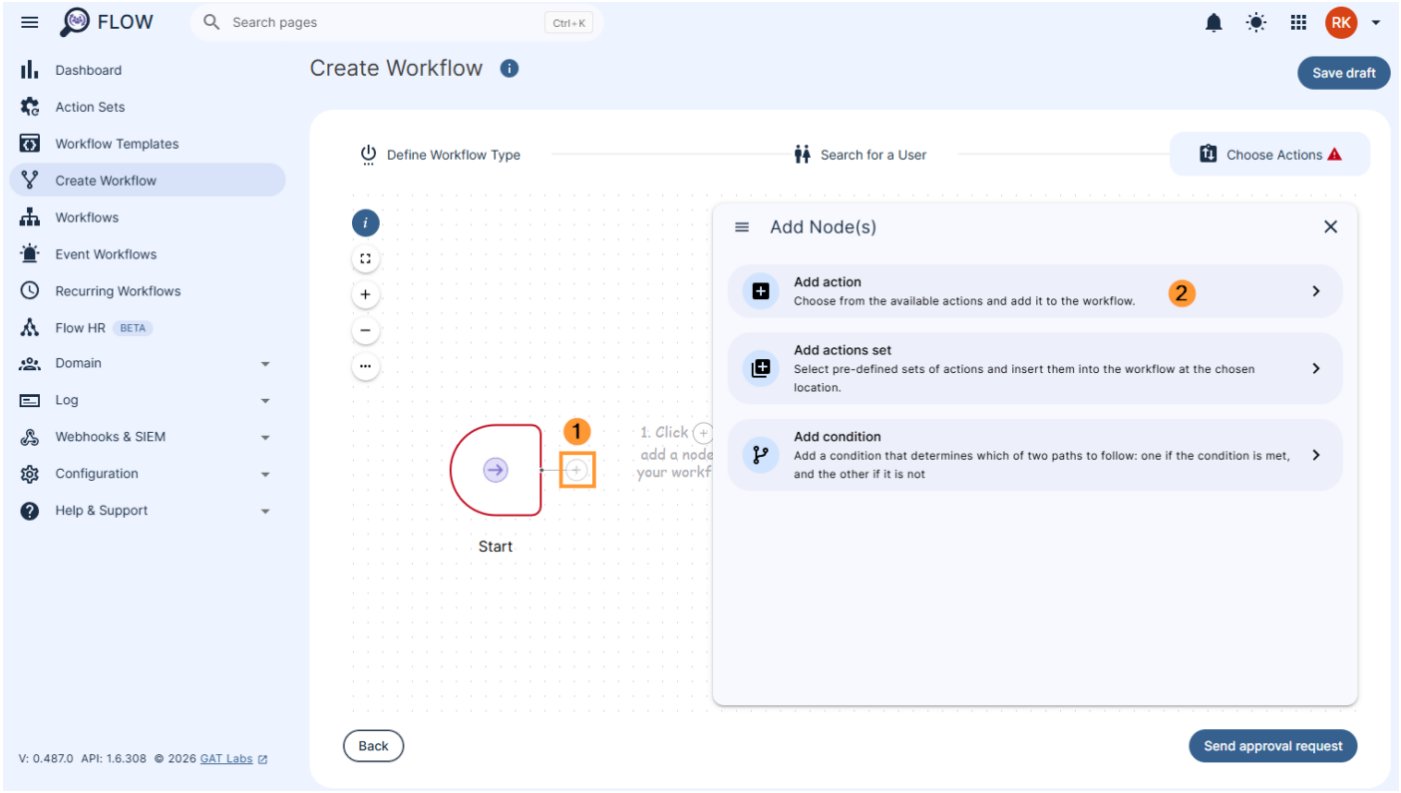
Search and add the users via **Search** for a user, group, org. unit, or classroom or import them. The users' accounts will appear in the list below (2)



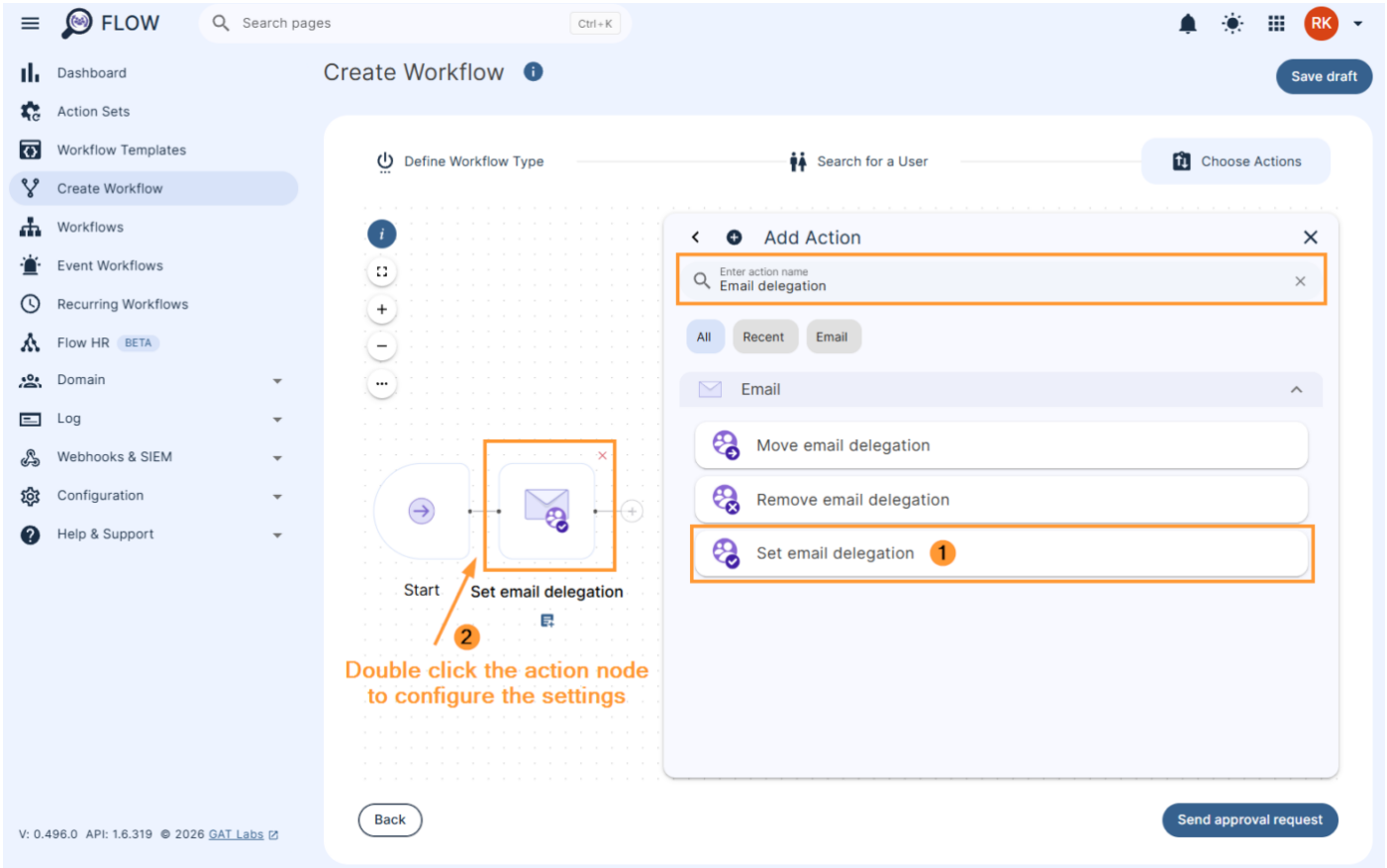
Once users' emails are selected, click on **Next** (3).

Choose action

On the actions page, click on the **(+) button** (1) and then click the **Add action** button (2)

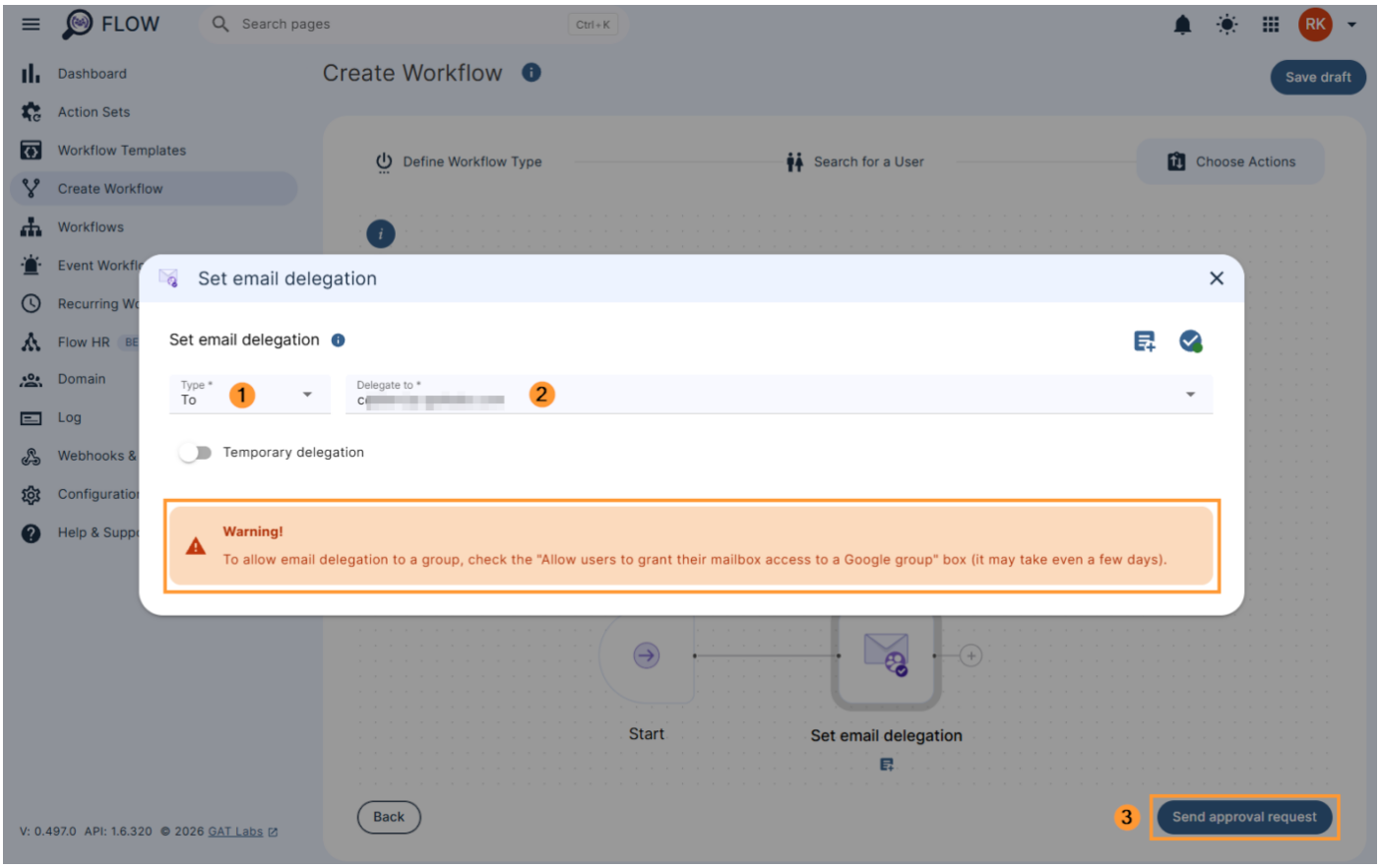


Search for the '**Set email delegation**' action.

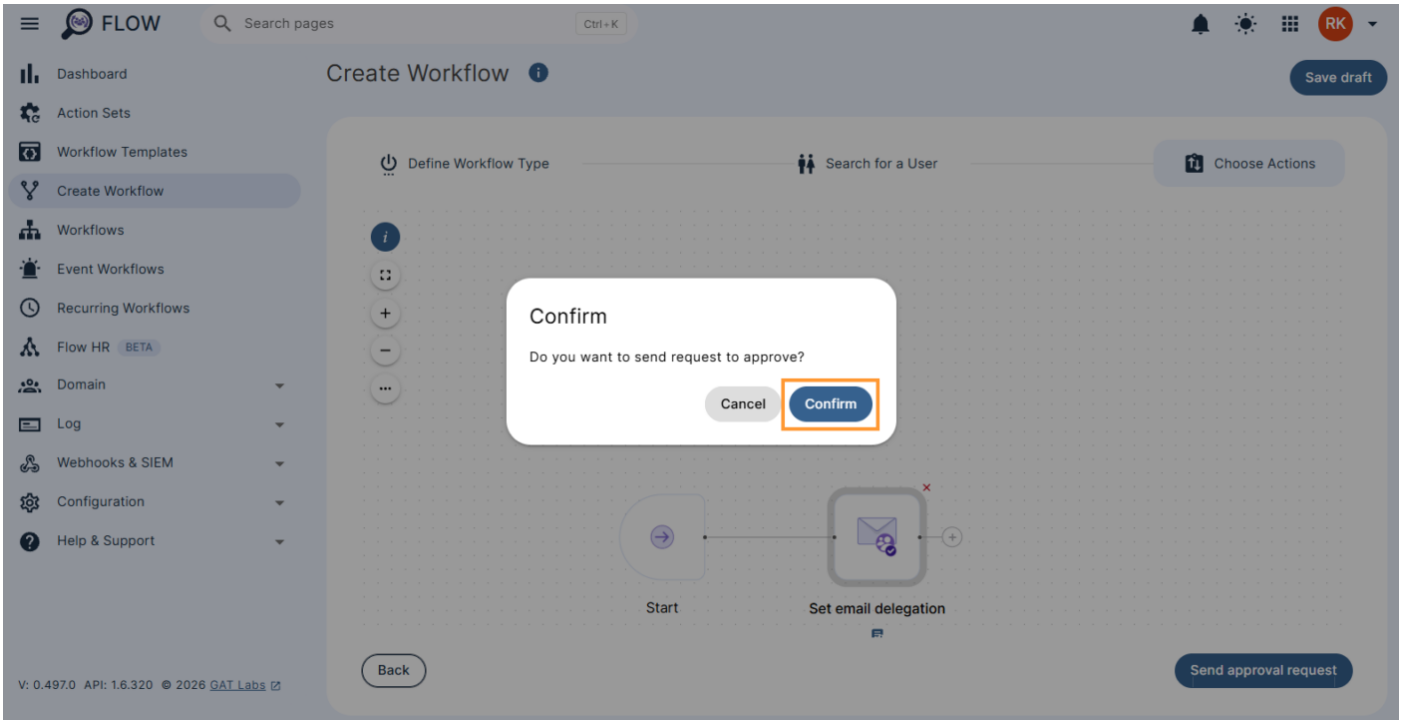


You will see the Delegate 'To' opinion displayed by default (1) and you can start typing the Group's email address (2) that you wish to delegate other users' mailboxes to.

When ready, **Send approval request** (3) to the Security Officer.

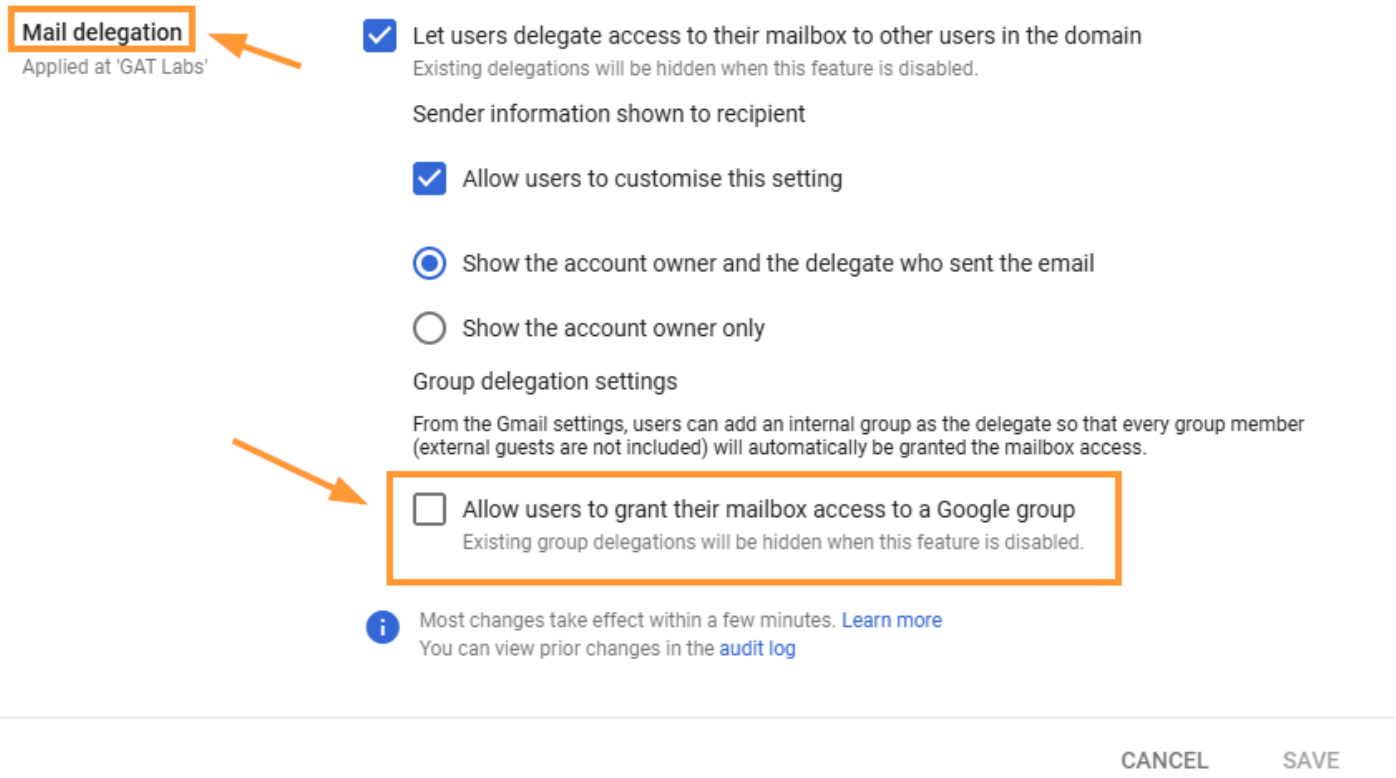


The Confirm! message will appear and ask as above:



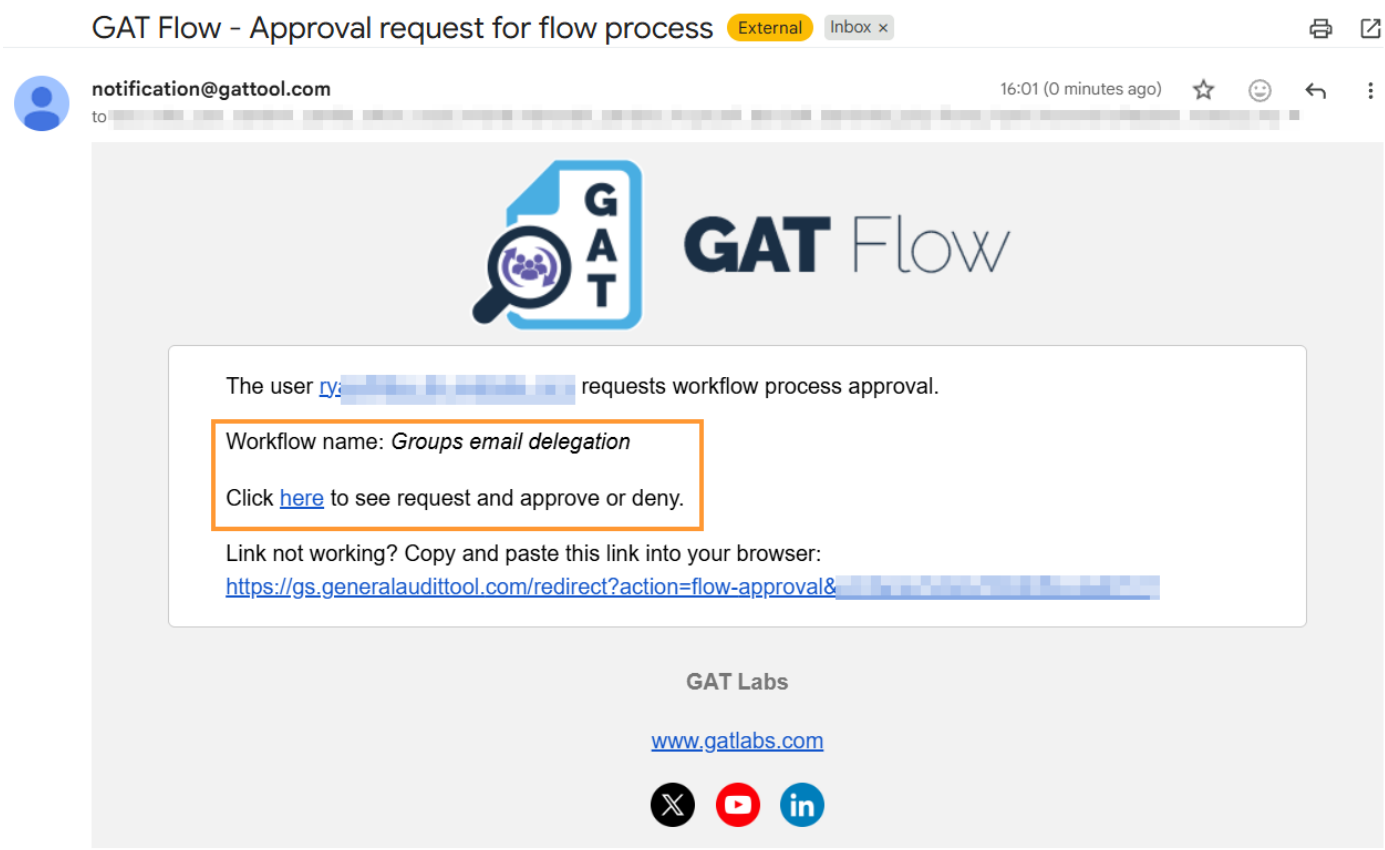
Once confirmed, the request is now sent to the Security Officer for verification, and once approved the job will run.

NOTE: To allow email delegation to a group, check the "**Allow users to grant their mailbox access to a Google group**" box (it may take even a few days).



Security Officer verification

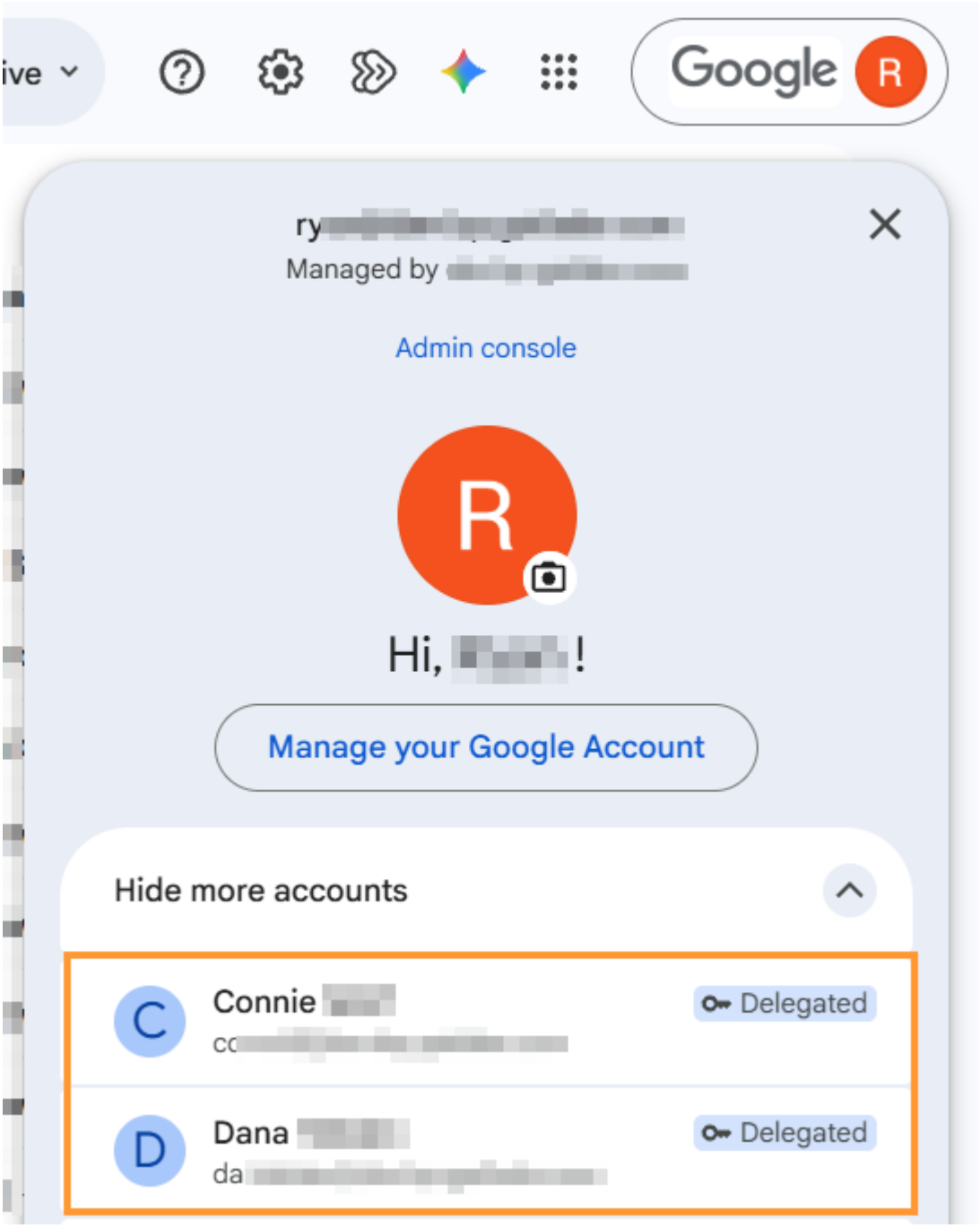
The Security Officer has to approve the request. They will receive an email that will lead them to the approval page in GAT Flow.



They can review the request by clicking on the link from the email that brings them to the GAT Flow Approval tab in GAT Flow.

Results

When the action is triggered, email delegation is configured for the given users selected in the workflow. Consequently, the members of the designated Google Groups will now have access to those users' mailboxes.



Important Note: By default, email delegation is no longer silent to the account that has been delegated. The Gmail web application displays a banner warning to them when they visit their inbox, letting them know their account has been delegated.



If you would prefer that your end users did not see a warning like this, you can find out how to hide this warning for the your end users with GAT Shield here.

Relevant posts

- Bulk Email delegation with Flow
- Adding Email Delegation to Group Members via GAT Flow
- Set email delegation and auto-forward to Manager