

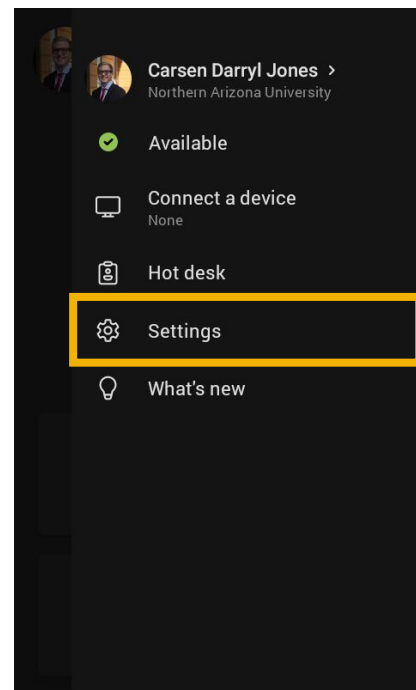
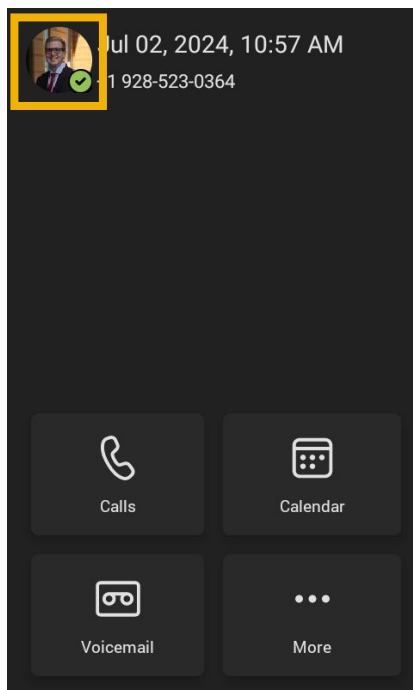
Setting and Managing Delegates On Shared Accounts

Yealink MP54 Desk Phone

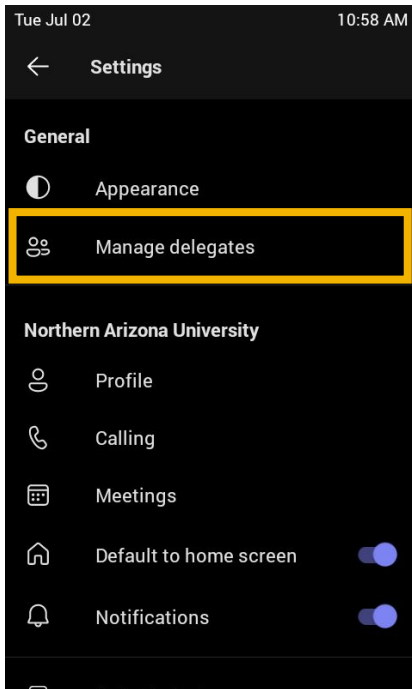
What is a delegate?

A delegate is another user that can make or receive calls on behalf of the original user or shared account. Delegates can be configured to receive calls concurrently with you, or they can be set to receive calls after a designated period if the call remains unanswered. You can set up a single delegate or multiple delegates.

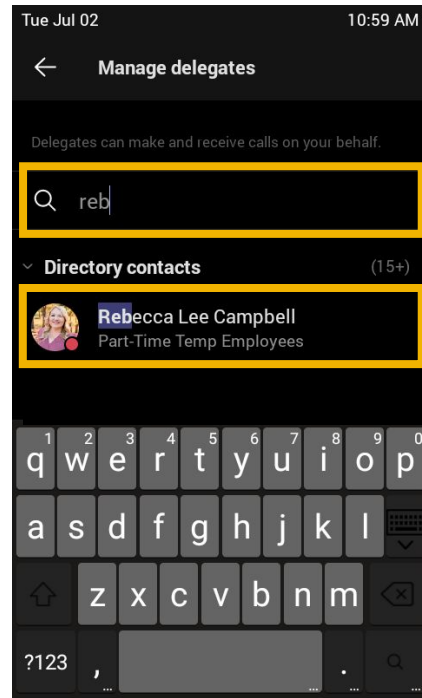
Setting a delegate



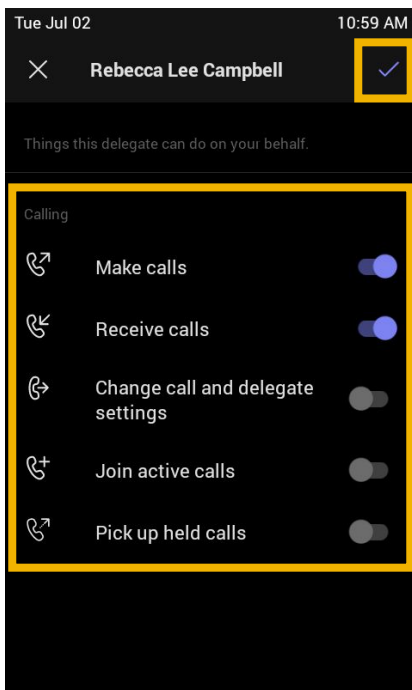
1. From the home screen, tap the **profile icon** at the top left of the screen.
2. Tap **Settings**.



3. Tap the **Manage delegates** button.



4. Search for the user you would like to add as a delegate, then tap their profile card.

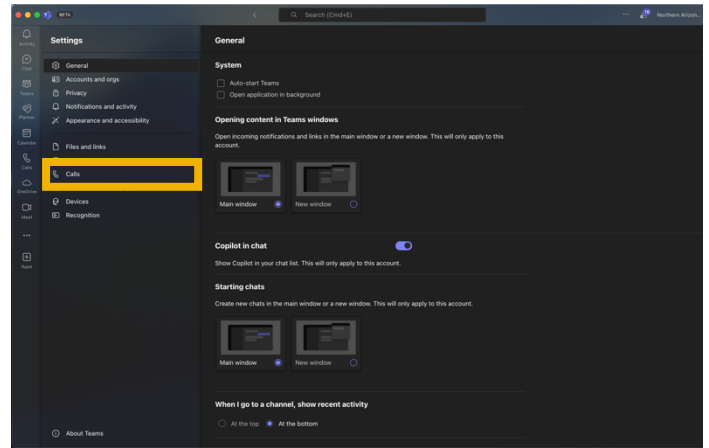
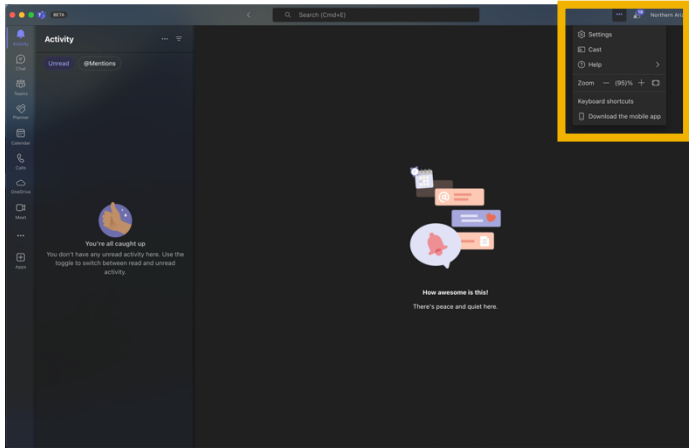


5. Toggle the permissions you would like the delegate to have, then tap the check mark icon at the top right of the screen to save.

Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket

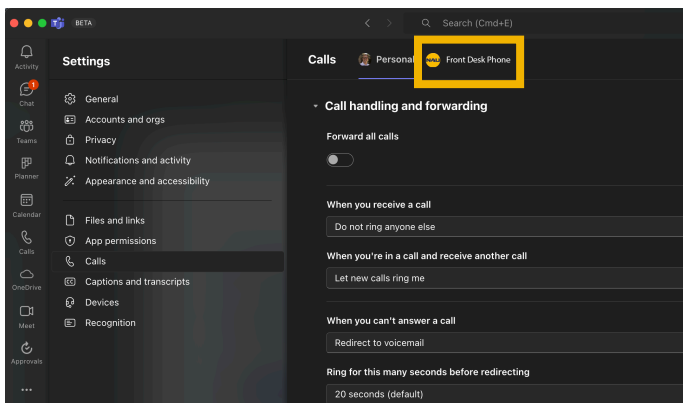
Managing and Changing Delegate Settings

To change delegate settings, it is recommended to do this from the Teams app on your computer.

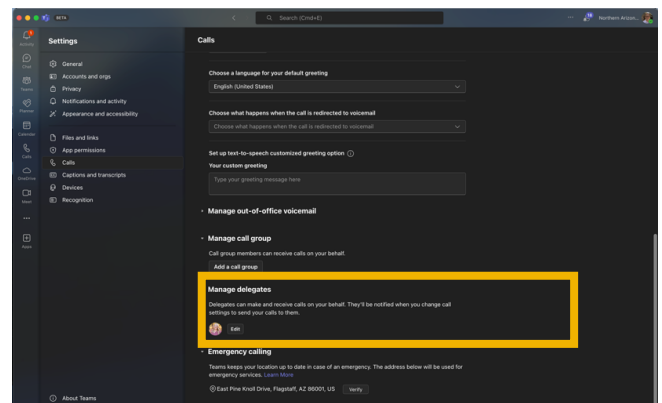


1. Click the **three-ellipsis icon** at the top right of the window, then click **Settings**.

2. In the settings menu, click **Calls**.

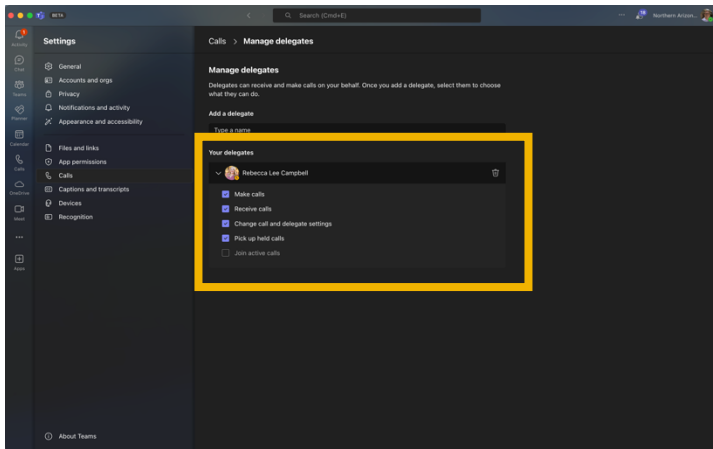


3. Click on the **shared account profile** to switch from editing settings on your personal account, to editing settings on the shared account.



4. To edit delegate permissions or to remove a delegate, scroll down to the **Manage Delegates** section, then click on **edit**.

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5. Click on the delegate that you would like to edit the permissions of, then toggle the desired permissions. If you would like to remove the delegate, click the **trash can icon**.

If you need further assistance, please view our other [Microsoft Teams trainings](#) or contact the Service Desk at 928-523-3335.

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