

Understand the Difference Between Impersonation and Work on Behalf Of

As a broker, you can set up other *Matrix* users in your office to **Impersonate** or **Work on Behalf of** you

Users who you give the ability to **Impersonate** or **Work on Behalf of** you will have access to all of your *Matrix* functionality and information; this includes your **Contacts, Saved Searches, Auto Emails**, and the ability to add or edit your listings

Both options allow another user to work in Matrix as you and are compliant with REcolorado's security policy.

Note: Please see *How to Set-Up Impersonation/Work On Behalf of Privileges*

Impersonation and **Work on Behalf of** are different in how emails sent by a user impersonating or working on your behalf function

When Impersonating:

- All emails sent by someone impersonating you will come directly from your account
- Contacts will see that the emails came directly from you
- When email recipients reply, responses will go directly to your email inbox

When Working on Your Behalf

- When email recipients reply, responses will go directly to your email inbox
- The subject line in the client's inbox will say the other person's name followed by "**on behalf of**" you
- When email recipients reply, responses will not come to you – they will go to the person working on your behalf

Note: **Impersonation** and **Work on Behalf of** have no effect *on* **Auto Emails**. **Auto Emails** will always come from you

Note: Please see *How to Set-Up Impersonation/ Work on Behalf privileges*