Resource Account Access in the Outlook Client for the Mac

Best Practices for Resource Accounts Emails
If you have Administrator access to the resource account, it is recommended you login to Outlook Web Access (OWA) to open the resource account mailbox. This will open the resource account in a new window and keep all mail in this account (See Opening a Resource Account Mailbox).

If you have Publisher access to the resource account, it is recommended you add the “Shared Folder” to your folder list in the Outlook Client for the Mac. This will allow you to view the resource account emails from the folder list of your mailbox. Any email sent will say, “Sent on behalf of <<Resource Account Name>>” and the sent email will go into your “Sent” mailbox folder instead of the resource account’s “Sent” folder (See Adding Folder Shares).

If you have Reviewer access to the resource account, it is recommended you add the “Shared Folder” to your folder list in the Outlook Client for the Mac. This will allow you to view the resource account emails from the folder list of your mailbox (See Adding Folder Shares).

Permission level definitions for calendar-only resource accounts
Administrator: Full access to the resource account
Publisher: Can organize appointments and can send appointments on behalf of the account
Reviewer: Read-only access with no editing capabilities

Permission level definitions for calendar and email resource accounts
Administrator: Full access to the resource account
Publisher: Can organize mail, folders, and appointments and can send on behalf of the account for calendar appointments only
Reviewer: Read-only access with no editing capabilities
Opening a Resource Account Mailbox
When you have been granted permissions to access a resource account, you have the ability to access the account’s mailbox and calendar in the Outlook client for the Mac. The following document walks you through accessing the resource account that you have been granted permission to access.

1. In the Outlook Client for the Mac, click the **Tools** tab (See Figure 1).
2. Click **Accounts** (See Figure 1).

![Figure 1 - Accounts](image)

3. In the **Accounts** window, click the **KSUmail** account (See Figure 2).
4. Click **Advanced...** (See Figure 2).

![Figure 2 - Click Advanced](image)
5. In the *Advanced* window, click the **Delegates** tab (See Figure 3).

6. Under *People I am a delegate for*, click the + **(Add a person who I am a delegate for)** (See Figure 3).

![Figure 3 - Click Add a Person Who I am a Delegate for](image)

7. In the *Choose a Person* window, type the **resource account** name (See Figure 4).

8. Click to **select the resource account** (See Figure 4).

9. Click **Add** (See Figure 4).

![Figure 4 - Click Add](image)
10. In the *Advanced* window, click **OK**.

![Advanced window with OK button highlighted](image)

**Figure 5 - Click OK**

11. In the *Accounts* window, click **Close**.

![Accounts window with Close button highlighted](image)

**Figure 6 - Click Close**
12. In the *Outlook was redirected to the server...* window, click to select the **checkbox** next to *Always use my response for this server* (See Figure 7).

13. Click **Allow** (See Figure 7).

![Figure 7 - Click Allow](image)

14. The resource account mailbox will appear on the *Folder Pane*.

![Figure 8 - The Resource Account Mailbox](image)
Opening a Resource Account Calendar
The following explains how to open a resource account calendar in the *Outlook Client for the Mac*.

1. In the Outlook Client for the Mac, click the **Calendar** icon to access the calendar (See Figure 9).
2. On the **Home** tab, click **Open Shared Calendar** (See Figure 9).

![Figure 9 - Open Shared Calendar](image-url)
3. In the *Choose a Person* window, type the **resource account** name (See Figure 10).
4. Click to **select the resource account** (See Figure 10).
5. Click **Open** (See Figure 10).

Figure 10 - Click Open

6. In the *Outlook was redirected to the server...* window, click to select the **checkbox** next to *Always use my response for this server* (See Figure 11).
7. Click **Allow** (See Figure 11).

Figure 11 - Click Allow
8. The *Resource Account* calendar will open and appear under your *Shared Calendars*.

![Figure 12 - Resource Account Calendar](image-url)