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 can 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 your KSU mail 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 the **Open these additional mailboxes** table, click the **Add** button (See Figure 3).

![Figure 3: Click the Add button](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** (See Figure 5).

![Figure 5: Click OK](image)

11. Close the *Accounts* window.
12. A popup will appear asking if you trust this source. Click into the **checkbox** next to *Always use my response for this server* (See Figure 6).
13. Click **Allow** (See Figure 6).

![Figure 6: Always Allow](image)
14. The resource account mailbox will appear on the *Folder Pane* (See Figure 7).
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 8).

![Figure 8: Click Calendar](image)

2. On the **Home** tab, click **Open Shared Calendar** (See Figure 9).

![Figure 9: Open Shared Calendar](image)

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](image)
6. A popup will appear asking if you trust this source. 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](image1)

8. The **Resource Account** calendar will open and appear under your *Shared Calendars* (See Figure 12).

![Figure 12: Resource Account Calendar](image2)

For additional support, please submit a service request to the KSU Service Desk from [service.kennesaw.edu](http://service.kennesaw.edu).

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