Resource Account Access in Outlook Web

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 Outlook Web Access (OWA). 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 Outlook Web Access (OWA). 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 are marked as a delegate for a resource account mailbox, you are able to open it in Outlook Web. The following explains how to open the resource account mailbox.

1. In the Outlook Web Access, click your name to access My Accounts.

![Figure 1 - Accessing My accounts](image)

2. My accounts will appear. Click Open another mailbox.

Note: You must have Administrator permission to open the resource account. If you receive an error when trying to Open another mailbox, you do not have Administrator permission to that account.

![Figure 2 – Open another mailbox...](image)

3. Begin to type the email address of the resource account (See Figure 3).
4. Select the appropriate resource account from the dropdown list (See Figure 3).

![Figure 3 - Selecting the Resource Account](image)

5. Click Open

![Figure 4 - Click Open](image)

6. You will be taken to the Resource Account mailbox.
Emailing from a Resource Account Mailbox
The following section explains how to create a new message, reply, and forward from a resource account mailbox.

Create a New Email from a Resource Account Mailbox

1. **Open** the resource account (See Opening a Resource Account Mailbox).
2. From the resource account inbox, click **+ New**.
3. In the **New message** pane, create your **email message** (See Figure 6).
4. Click **Send** (See Figure 6).
Reply to an Email from a Resource Account Mailbox

1. **Open** the resource account (See Opening a Resource Account Mailbox).
2. From the **resource account inbox**, click the Email in the message list (See Figure 7).
3. From the message preview, click the **drop-down arrow** next to Reply or Reply all (See Figure 7).
4. Click **Reply** or **Reply all** (See Figure 7).

![Figure 7 - Reply to Message](image)

5. In the **Reply message** pane, reply to the email message (See Figure 8).
6. Click **Send** (See Figure 8).

![Figure 8 - Send Reply](image)
Forward an Email from a Resource Account Mailbox

1. **Open** the resource account (See Opening a Resource Account Mailbox).
2. From the resource account inbox, click the **Email** in the message list (See Figure 9).
3. From the message preview, click the **drop-down arrow** next to Reply or Reply all (See Figure 9).
4. Click **Forward** (See Figure 9).

5. In the Forward message pane, reply to the email message (See Figure 10).
6. Click **Send** (See Figure 10).
Opening a Resource Account Calendar
The following explains how to open a resource account calendar in Outlook Web.

1. In Outlook Web, click the Calendar icon to access the calendar.

   ![Figure 11 - Click the Calendar icon](image)

2. Click Add Calendar (See Figure 12).
3. Click From directory (See Figure 12).

   ![Figure 12 - Adding a Calendar](image)

4. In the From Directory field, begin to type the Resource Account (See Figure 13).
5. Select the resource account from the drop-down list (See Figure 13).

   ![Figure 13 - Opening the Calendar](image)

6. Click Open.
7. The *Resource Account* calendar will open.

![Resource Account Calendar](image)