

## 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

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.

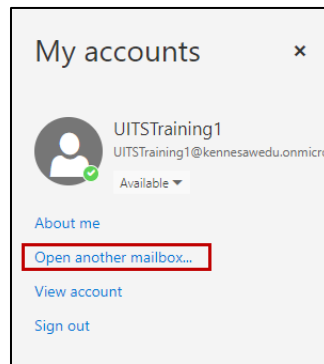


Figure 2 – Open another mailbox...

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).

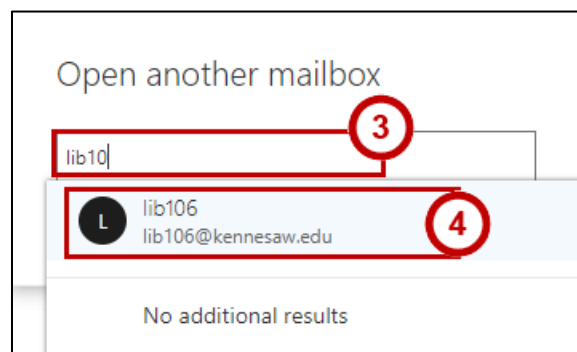


Figure 3 - Selecting the Resource Account

5. Click **Open**



Figure 4 - Click Open

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**.



Figure 5 - New Message

3. In the *New message* pane, create your **email message** (See Figure 6).
4. Click **Send** (See Figure 6).

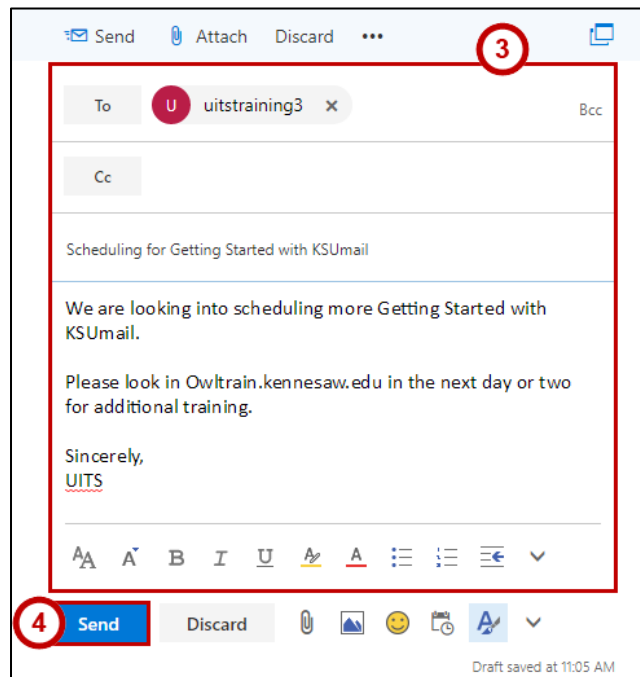


Figure 6 - Send New Message

## 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).

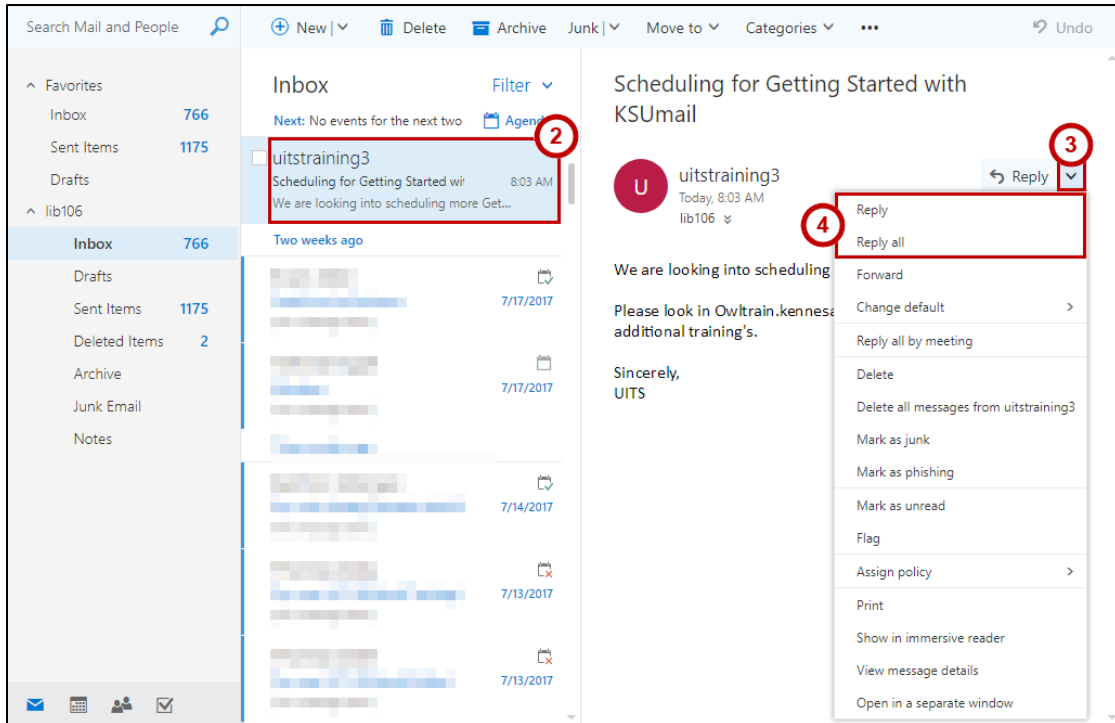


Figure 7 - Reply to Message

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

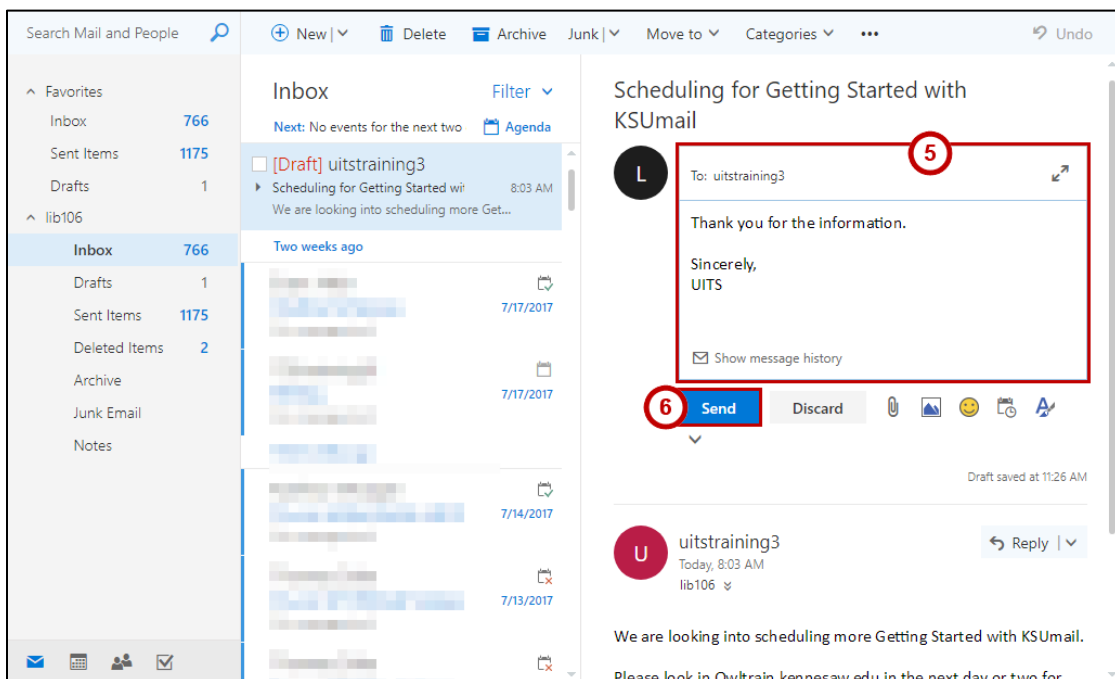


Figure 8 - Send Reply

## 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).

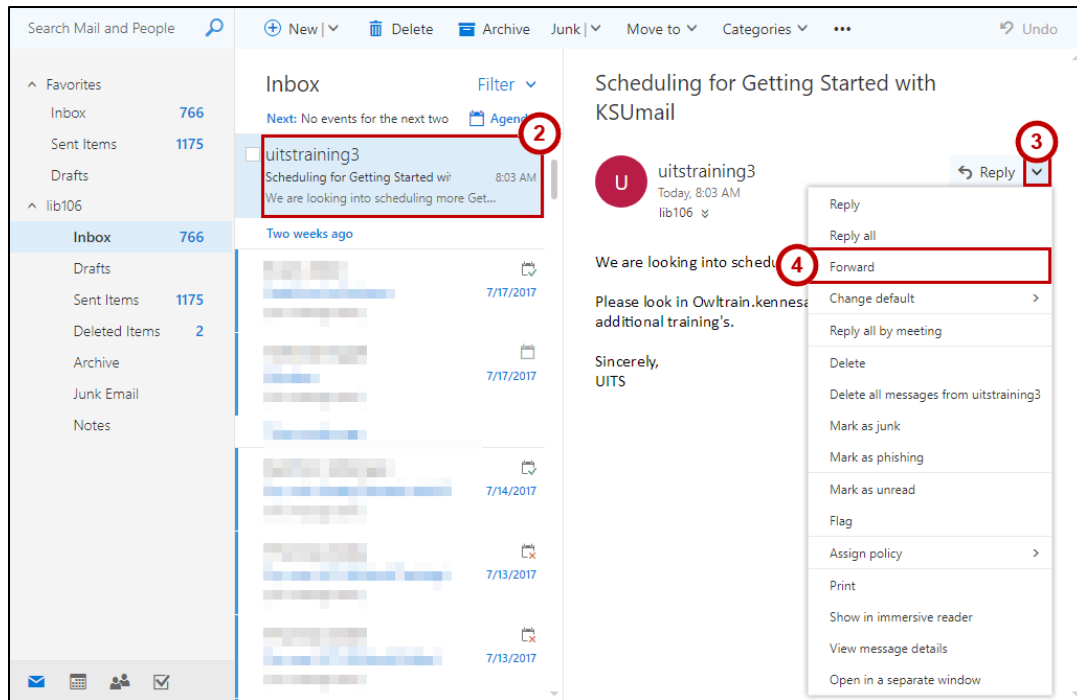


Figure 9 - Forward Message

5. In the *Forward message* pane, reply to the **email message** (See Figure 10).
6. Click **Send** (See Figure 10).

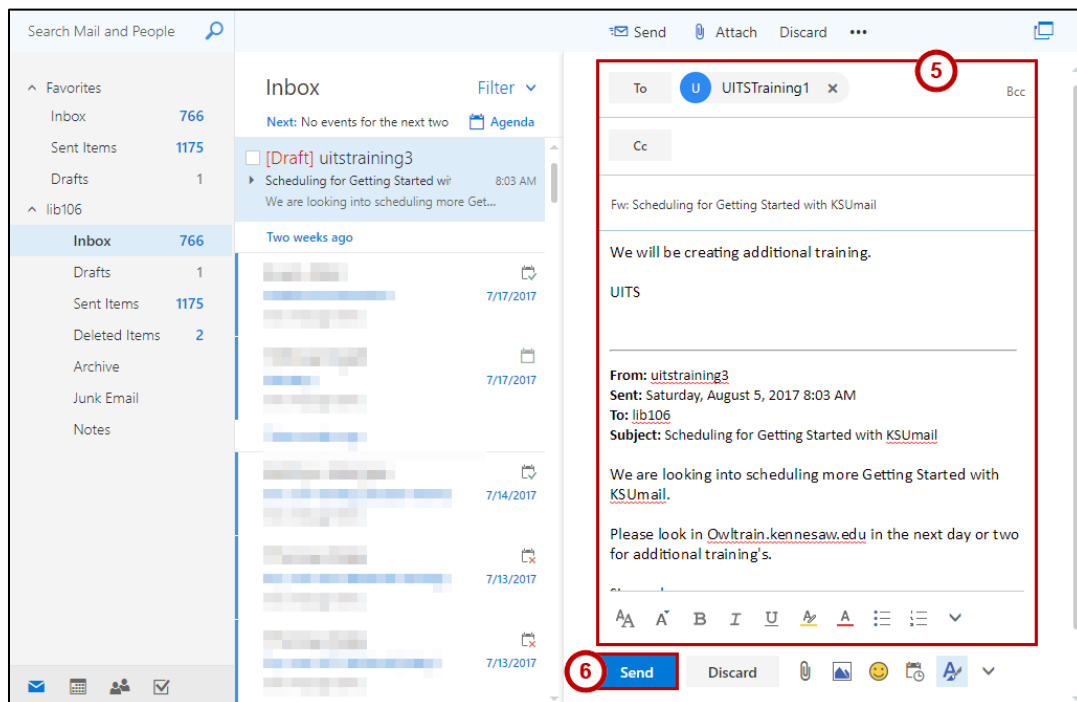


Figure 10 - Forward Message

## 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

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

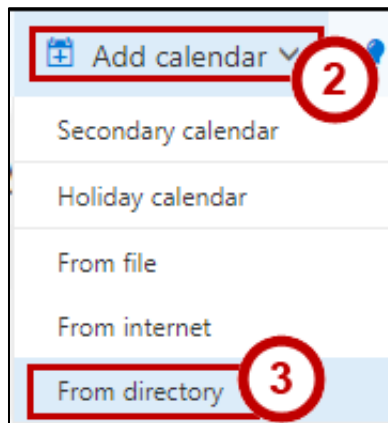


Figure 12 - Adding a Calendar

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).

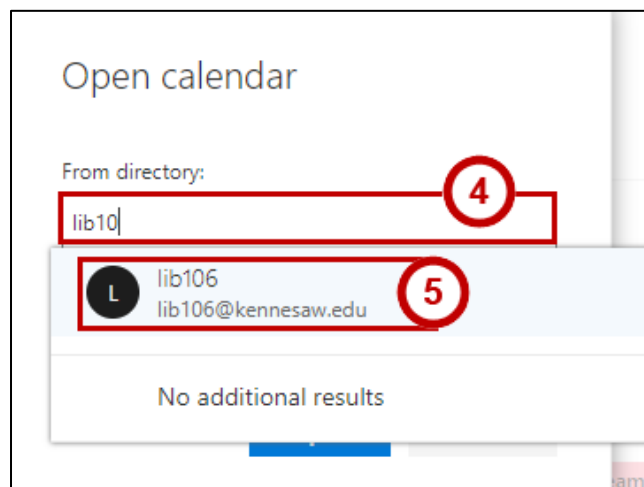


Figure 13 - Opening the Calendar

6. Click **Open**.



Figure 14 - Click Open

7. The *Resource Account* calendar will open.

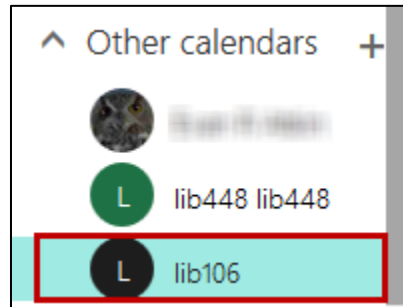


Figure 15 - Resource Account Calendar