Best Practices for Resource Accounts Emails

If you have Administrator access to the resource account, it is recommended you login to the Outlook Web App (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 the My Account button to access 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.

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).

5. 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 message.

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**, there are several options (See Figure 7):
   a. **Reply**: Opens a preview window to reply to the sender (See Figure 7).
   b. **Reply all**: Opens a preview window to reply to the sender and all recipients (See Figure 7).
   c. **Forward**: Opens a preview window to add comments and forward to additional recipients (See Figure 7).
   d. **View more options**: Opens a drop-down menu containing message options (See Figure 7).

4. In this example, click the **ellipses** to open the drop-down menu (See Figure 8).
5. Click **Reply** or **Reply all** (See Figure 8).
6. In the Reply message pane, reply to the email message (See Figure 9).

7. Click Send (See Figure 9).

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**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 10).
3. From the message preview, click Forward (See Figure 10).
4. In the Forward message pane, reply to the email message (See Figure 11).
5. Click Send (See Figure 11).

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.

2. Click Import calendar.
3. Click **From directory**.

![Figure 14 - Adding a Calendar](image)

4. In the **From Directory** field, begin to type the **Resource Account** (See Figure 15).

5. Select the **resource account** from the drop-down list (See Figure 15).

![Figure 15 - Opening the Calendar](image)

6. Click **Add**.

![Figure 16 - Click Add](image)
7. The *Resource Account* calendar will open.

![Resource Account Calendar](image.png)

*Figure 17 - Resource Account Calendar*