

Resource Account Instructions

Managing a Resource Email Account in Outlook

Contents: [click to skip to a section](#)

Overview of Resource Accounts for Owners	2
Email Retention and Archives	2
Accessing a Resource Account:	2
#1 Opening a Resource Account in a Web Browser	3
#2 Opening a Resource Account in Outlook	4
Sending Emails as a Resource Account	7
Giving Permissions to Other Users	8
Assigning Access to Delegates	8
For Delegates – Adding a Resource Account in Outlook	12



OVERVIEW OF RESOURCE ACCOUNTS FOR OWNERS

As the owner, you have full rights and “send as” permission for your resource account. This means that you can send and receive messages from this account. You also have the ability to [give other users permission to access the resource account](#). These other users with access to the account are known as delegates.

If your delegates only need access to [read](#) messages in the account, but will not send messages from the account, you can assign delegate access yourself. If any of your delegates require the ability to both [read](#) and [send](#) email from this account, also known as "send as" rights, you must request these privileges from Netadmin at netadmin@depaul.edu.

EMAIL RETENTION AND ARCHIVES

As the owner of a resource account, you have the choice of three [email retention/archive policy options](#). By default, all new resource accounts are assigned to the 90-Day Email Retention and Archive Option. If you would like to retain email in the account longer, you may [request](#) either the 18-Month or the indefinite option.

For details about DePaul email retention policies, please refer to the [Email Retention and Archives](#) document.

ACCESSING A RESOURCE ACCOUNT:

There are two methods for resource account owners to access their resource accounts:

1. In a [web browser](#), using the Outlook Web App (OWA) at <http://outlook.depaul.edu>
2. In [Outlook](#), as an additional mailbox from your primary profile in Outlook



#1 OPENING A RESOURCE ACCOUNT IN A WEB BROWSER

Accessing your resource account in a web browser is a convenient method if you need to quickly check emails but are away from the office desk. However, you cannot change many configurations such as adding delegates or editing folder permissions.

For Windows  and Mac 

Using a direct link:

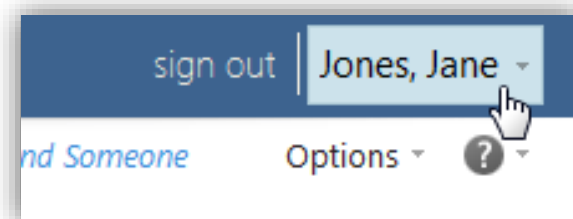
You must be the owner or have full access rights for the resource account to open it in OWA

1. Navigate to https://outlook.depaul.edu/owa/resource_acct_name@depaul.edu, substituting the name of your resource account for “resource_acct_name”
2. Sign in with your Campus Connect username and password.

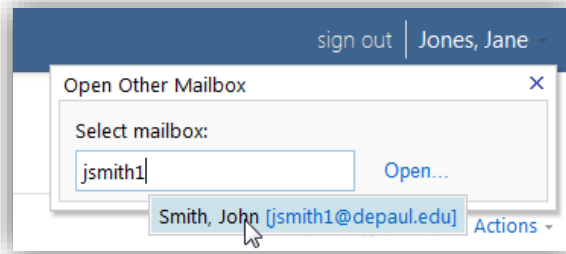


Switching to the Resource Account:

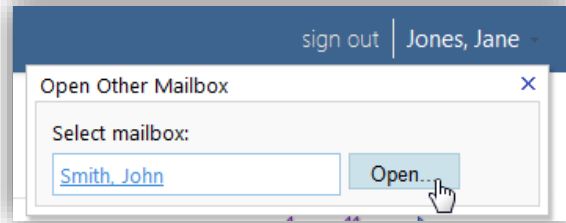
1. Log into OWA with your Campus Connect username and password as described above or at <https://outlook.depaul.edu>
2. Once you have signed into OWA, click your username in the window's upper right corner



3. Type the username of the resource account you wish to open



4. Click **Open** to switch to the resource account

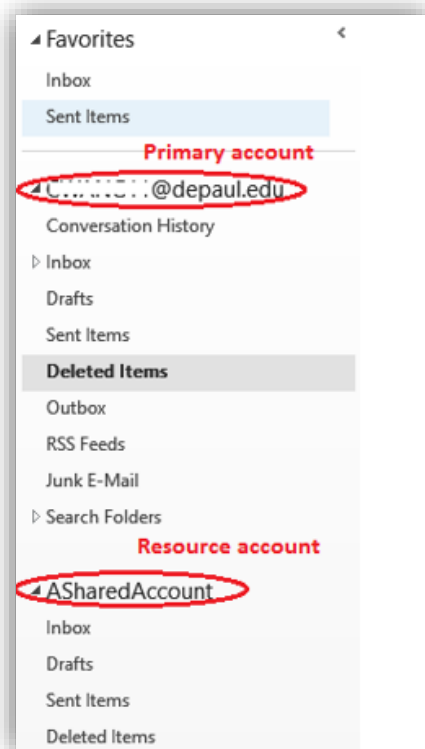


#2 OPENING A RESOURCE ACCOUNT IN OUTLOOK

For Windows

As an owner, you should see your resource account beneath your primary email address inbox, after Netadmin has granted you access.

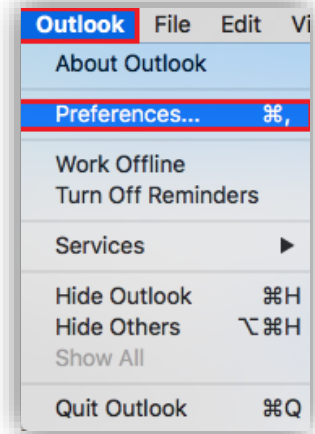
Contact Netadmin at netadmin@depaul.edu if you do not see your resource account in Outlook.



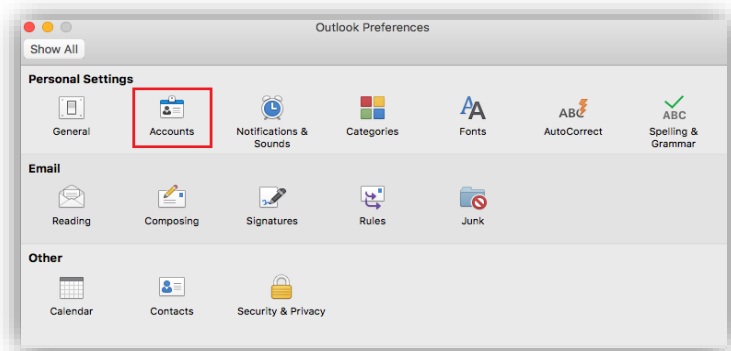


As an owner, you need to add your resource account manually:

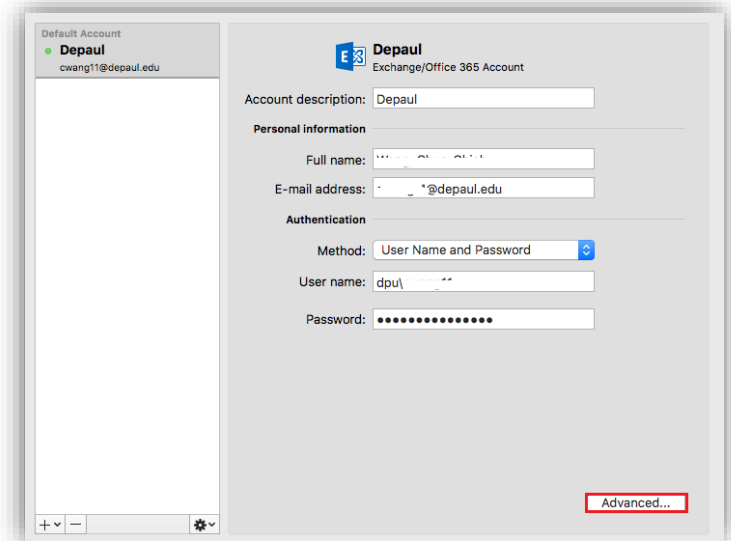
1. Go to **Outlook** menu and select **Preferences**



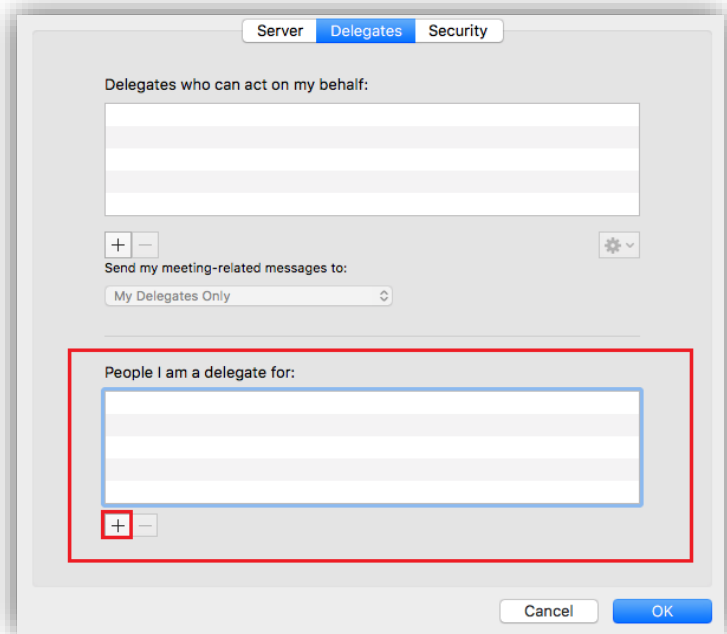
2. Select **Accounts**



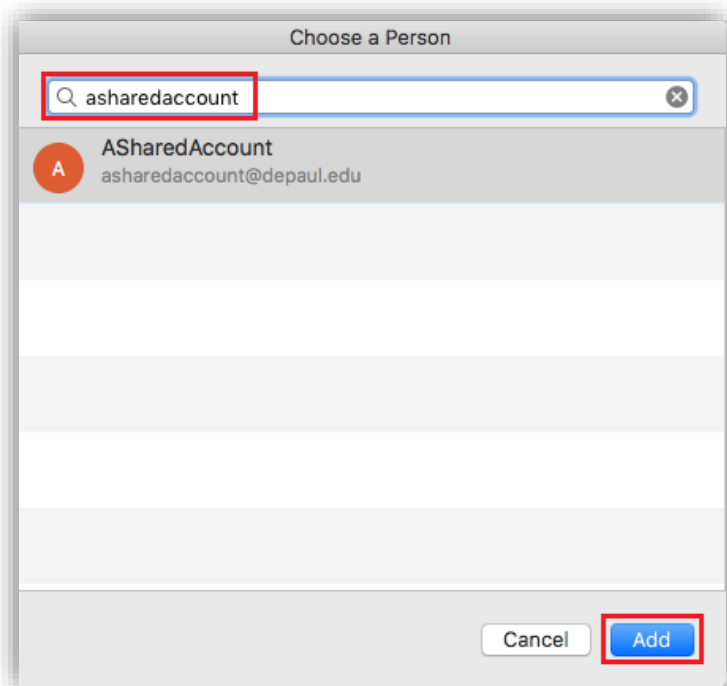
3. Click **Advanced** in the lower right side corner



4. Select **Delegates** tab
5. Under **People I am a delegate for**, click **+** to add a resource account



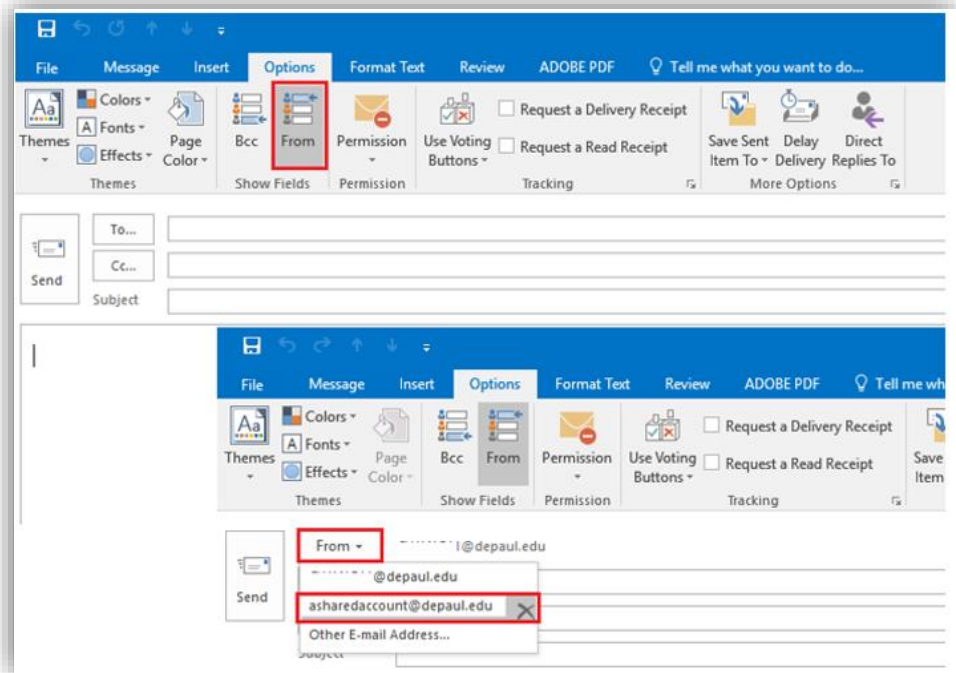
6. Search and select the name of your resource account. Click **Add**



ENDING EMAILS AS A RESOURCE ACCOUNT

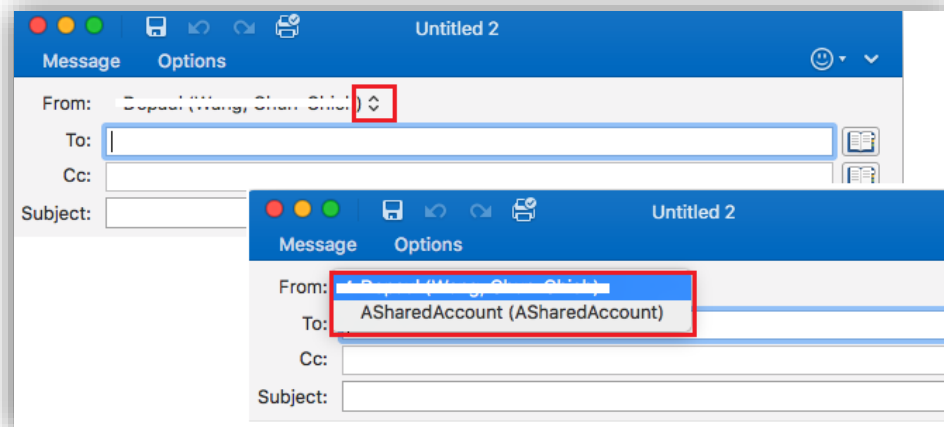
For Windows

When you wish to send an email from the resource account address, you need to click the **Options** tab and toggle the **From** tab in order to change to the resource account address.



For Mac

When you wish to send or respond an email from the resource account address, click the double arrow icon as shown below to select the email address.



Giving Permissions to Other Users

As the owner of a resource account, you have the ability to give other users permissions to access the **Inbox** and other folders of the account. These other users with access to the resource account are known as *delegates*.

If your delegates only need access to read messages in the account, you can assign delegate access yourself using Outlook for [Windows](#) or [Mac](#).

If any of your delegates require the ability to read and send email from this account, also known as "send as" rights, you must request these privileges from Netadmin@depaul.edu.

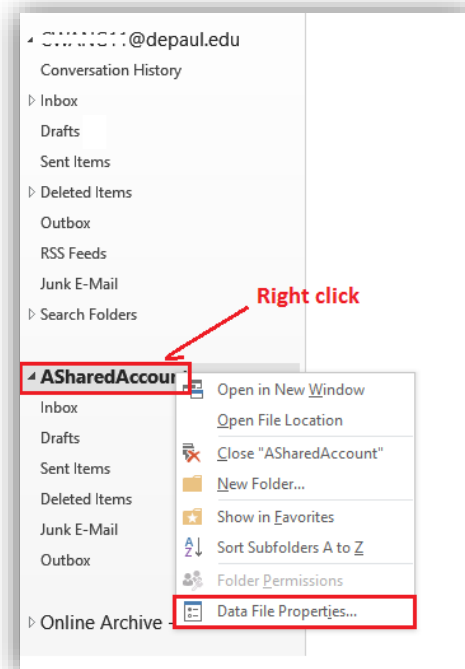
Once you have assigned delegate access to another user, be sure to provide them with the [instructions for adding an additional mailbox](#).

ASSIGNING ACCESS TO DELEGATES

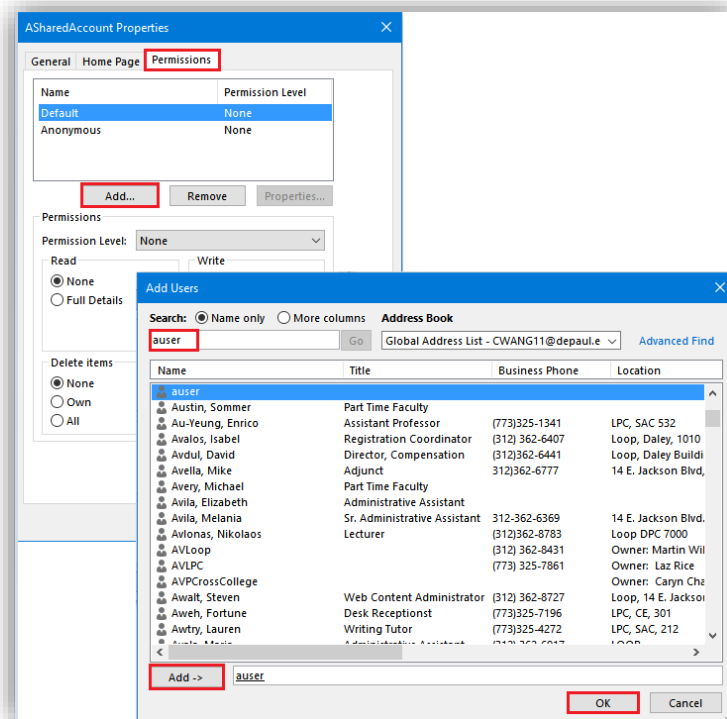


For Windows

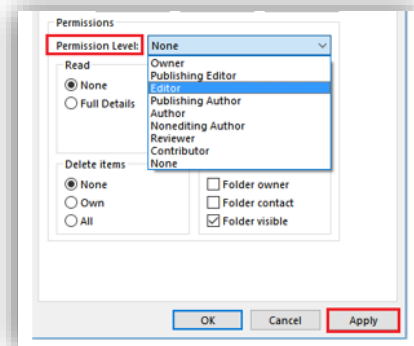
1. As an owner, right click your resource account and select **Data File Properties**



2. Select **Permissions** tab, click **Add** to add user you wish to give permissions
3. Search the username to find the delegate username, click **Add** and then **OK**
4. Click **OK** to close the Add Users window

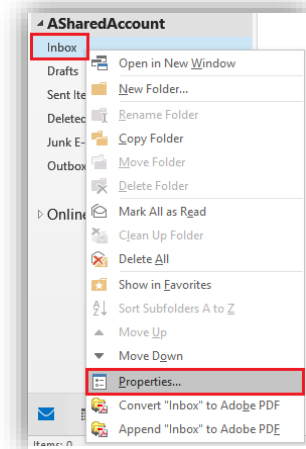


5. Select the **Permission Level** you wish your delegate to have.
6. Click **Apply** to save.



Important: You will still need to grant access for each of the resource account folders, such as **Inbox**, **Drafts**, and **Deleted Items**, etc. For example, if you want to give someone permissions to read emails in the **Inbox**:

- a. Right click the **Inbox** folder of the resource account
- b. Select **Properties**



- c. Perform the same steps as before:

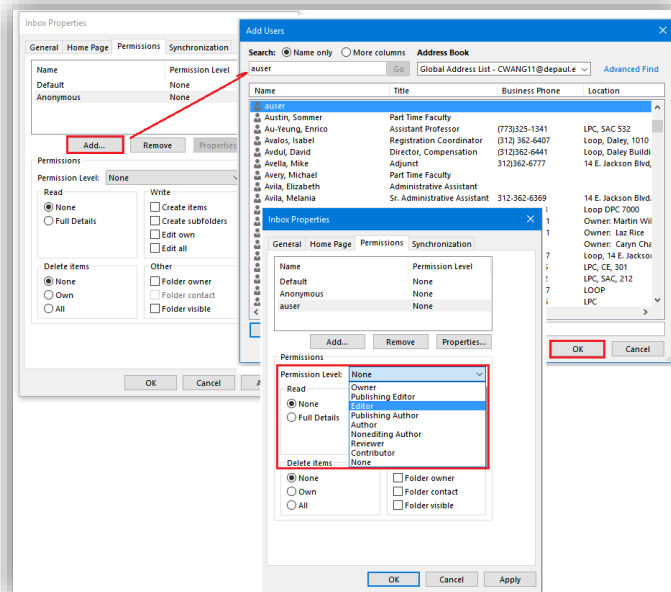
Click to **Permissions** tab

Click **Add** to find the user

Click **OK** to close the Add Users window

Set the **Permission Level**

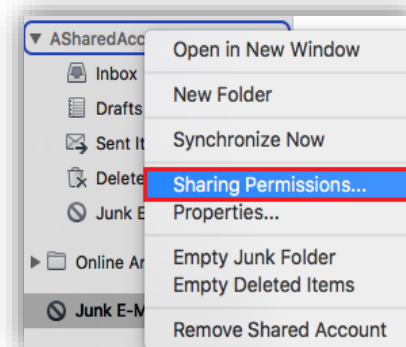
Click **OK**



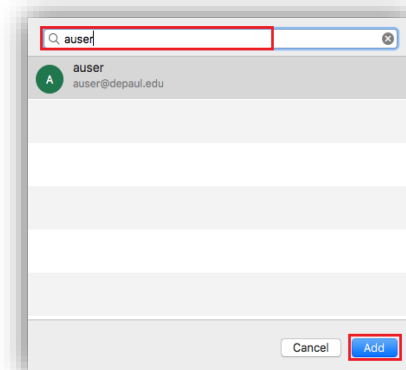


For Mac

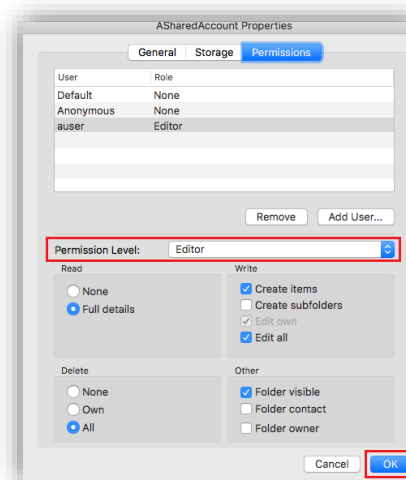
1. As an owner, right click your resource account and select **Sharing Permissions**



2. Click **Add User** and find the user you want to give permissions to the resource account



3. Select the **Permission Level** you wish your delegate to have.



Important: You will still need to grant access for each of the resource account folders, such as **Inbox**, **Drafts**, **Sent Item**, and **Deleted Items**, etc. For example, if you want to grant your delegate access to the **Inbox** and **Sent Item** folder, perform the exact same steps as above by right click **Inbox** > **Sharing Permissions** > **Add User** and set the appropriate **Permission Levels**.

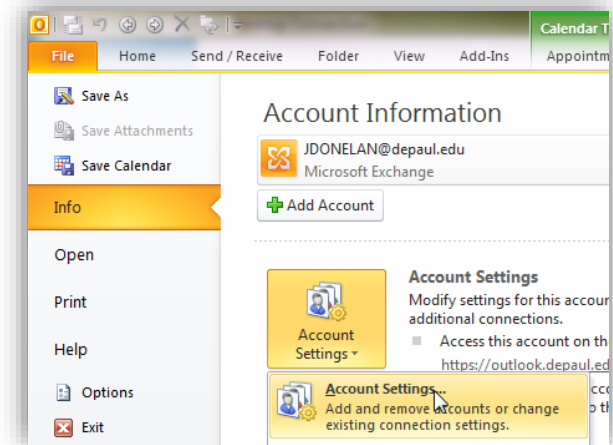


FOR DELEGATES – ADDING A RESOURCE ACCOUNT IN OUTLOOK

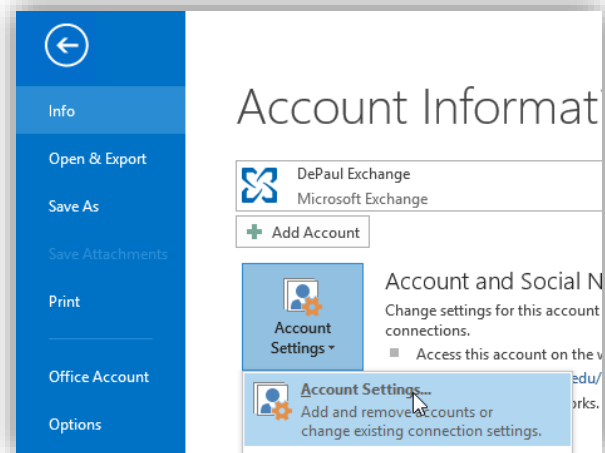
As a delegate, you will need to follow the instructions to add a resource account email to your Outlook.

For Windows

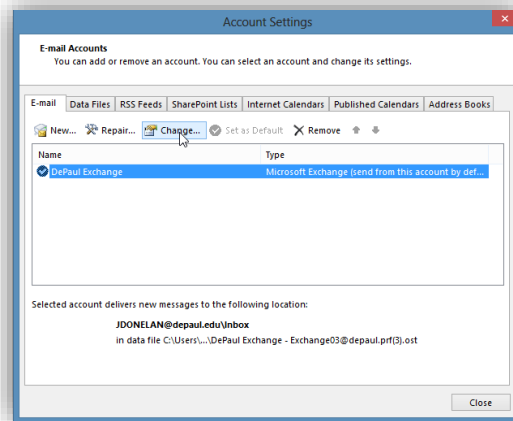
1. In **Outlook 2010**: In the orange **File** ribbon tab, click **Info**, then **Account Settings**, and **Account Settings...**



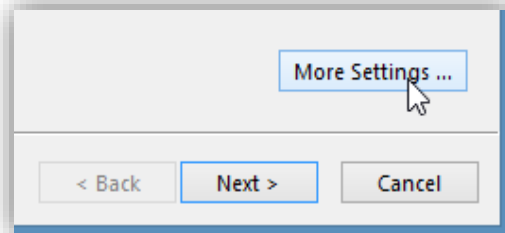
- In **Outlook 2013 or 2016**: In the blue **File** ribbon tab, click **Info**, then **Account Settings**, and **Account Settings...**



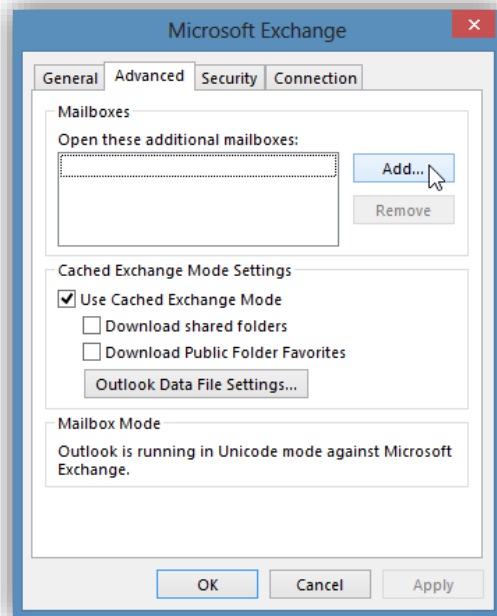
2. Select your default account and click **Change...**



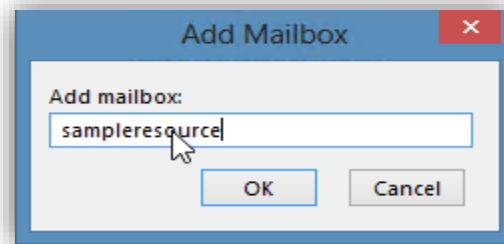
3. Click on **More Settings...**



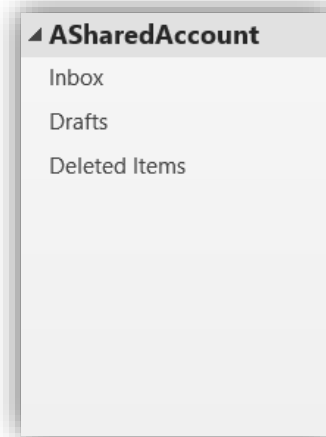
4. Select the **Advanced** tab and then click on **Add**.



5. Enter the name of the additional mailbox into the **Add mailbox** field. Click **OK**, then **Next**, and **Finish**.



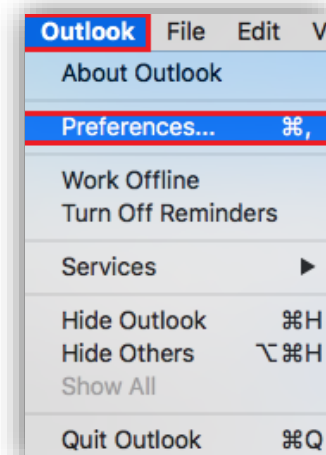
6. The new mailbox should now be located in your Navigation Pane beneath your main mailbox. In this example, you'll notice that only the **Inbox**, **Drafts**, and **Deleted Items** folder are visible, and other folders such as **Junk E-mail** and **Outbox** are missing. This is because your resource account owner did not grant those folder permissions to you. Contact your resource account owner if you need access to those folders



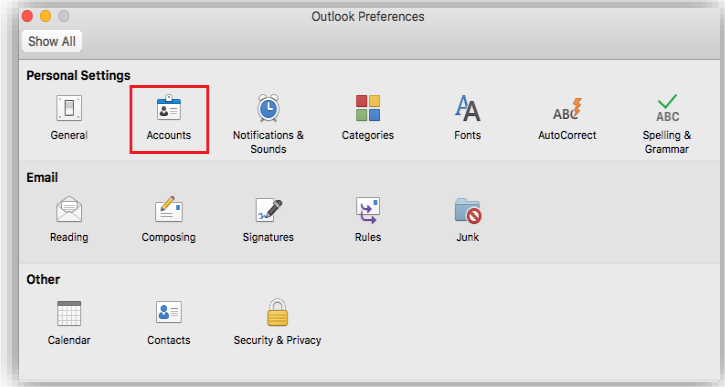
For Mac

As a delegate, you need to add your resource account manually:

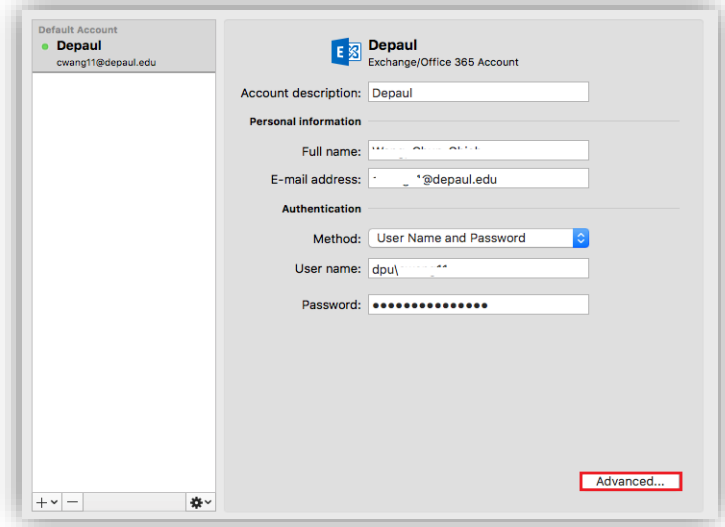
1. Select **Outlook** menu
2. Select **Preferences**



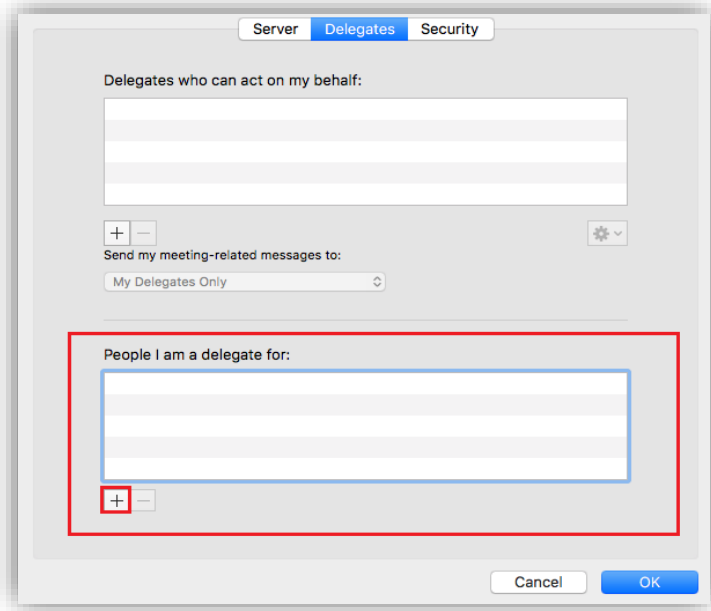
3. Select **Accounts**



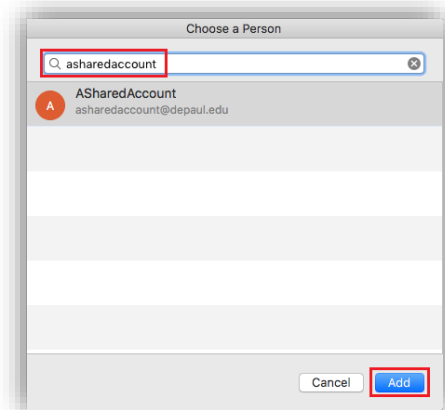
4. Click **Advanced** in the lower right side corner



5. Select **Delegates** tab
6. Under **People I am a delegate for**, click **+** to add your resource account



7. Search for and select your resource account.
8. Click **Add**.



The new mailbox should now be located in your Navigation Pane beneath your main mailbox. In this example, you'll notice that only the **Sent Items** folder is visible, and other folders such as **Inbox**, **Junk E-mail**, and **Outbox** are missing. This is because your resource account owner did not grant those folder permissions to you. Contact your resource account owner if you need access to those folders.

