How To: Resource Email Accounts

A Resource Email Account—also called a Shared Email—has its own email address, mailbox, and calendar. But rather than logging in directly, you login using your UT EID credentials. Using your own credentials negates the need for sharing credentials among colleagues thereby increasing security.

If you have any questions about Resource Email Accounts, contact CNS IT by creating a ticket here or by sending an email to help@cns.utexas.edu.

How to request a Shared Email

If you'd like a Resource Email Account created for your group or department,

Submit a ticket to CNS IT here or by sending an email to help@cns.utexas.edu and include the following information:

1. Display Name: This is the name people will see when they receive an email from the account.
2. Email Address: Include the full email address you'd like.
3. Who needs access: Include the names and EIDs (if possible) of all people who need access. It's easy to add and remove access later on, so this doesn't need to be a complete list.

How to Request Access to a Shared Email

Prerequisite

You must have a UT Exchange mailbox in order to access a Shared Email.

To check if you're eligible for an Exchange mailbox or if you need to create one, check this Knowledge Base article for information and instructions.

If you or someone on your team needs to be added to or removed from a Resource Email, include the following in a ticket to CNS IT:

1. The email address of the Shared Email
2. The names and EIDs of those needing permission changes
3. What permissions changes need to occur
   a. See below for an explanation of permissions types

Adding or removing access yourself

Prerequisite

In order to add or remove access for others, you must have manager access to the Shared Email.

1. Sign in to the Resource Admin Tool online using your EID and EID password.
2. In the left hand navigation bar, go to Modify Shared.
3. Click on the name of the Shared Email, then click Select Resource.
4. The fields on the page will populate with the current settings for the Shared Email.
5. To give someone access:
   a. Enter the person's EID in the appropriate field, then click the button to give them the needed permission.
6. To remove permission:
   a. Click on the person's name, then click Remove User.
   b. Do this for every permission you'd like to remove them from.

Permission Types

Full Access allows users to open the mailbox, read and delete emails, and view and edit calendar events.

Send As allows users to send emails as the Shared Email. Recipients of emails will see emails as being from the Shared Email's display name.

Send on Behalf allows users to send emails on behalf of the Shared Email. Recipients will see emails as being from the user on behalf of the Shared Email.

How to Open a Shared Email

In the Web

1. Sign in to your personal Exchange account in the Outlook Web App using your UT EID and password then authenticating with Duo.
2. In the upper right corner, click your name, then click Open Another Mailbox.
3. In the Open Another Mailbox dialog box that appears, enter the email address of the Resource Account then click Open.
1. Sign in to your personal account in the Outlook Web App using your UT EID and password then authenticating with Duo.
2. Right-click the bolded Folders header in the left navigation pane, and then choose Add Shared Folder.
3. In the Add Shared Folder dialog box, type the email address, then select Add. If a UT Austin login window appears, enter your personal EID and password and authenticate with Duo.

### Mac

1. In the Outlook app, on the Tools menu, click Accounts.
2. Click the Plus Sign, then click New Account.
3. In the E-mail address field, enter the email address of the shared mailbox, then click Continue.
4. Upon clicking Continue, a UTexas login window will appear. Enter your personal EID and EID password and authenticate with Duo to finish adding the account.

### Note

There are known issues of Office365 email accounts not working properly in Apple Mail. We recommend using another mail client to access all Office365 email accounts.

1. In Apple Mail, go to Mail, then Add Account, then choose Other.
2. Fill out the choices then click Sign In:
   a. Name: Shared Email's display name
   b. Email: Resource Email Account address
   c. Password: your EID password
3. On the next page,
   a. Keep the email address the same
   b. Username: personal-exchange-address/resource-address
   c. Password: personal-EID-pw
   d. Account Type: IMAP
   e. Incoming server: outlook.office365.com
   f. Outgoing server: smtp.office365.com
   g. Click Sign In
4. Go to Mail then choose Preferences
5. Select the Resource Account, then click Server Settings and go to the Outgoing Settings
6. Change the username to be your personal exchange email account address.

### Windows

1. In Outlook, choose the File tab in the ribbon.
2. Choose Add Account from beneath the drop down.
3. Enter the Shared Email address in the E-Mail Address field, leave all other fields blank, then click Next.
4. When asked for username and password:
   a. Remove the Shared Email from the username and replace it with your personal Exchange email address
   b. For password, use your EID password.
   c. Check Remember My Credentials.
5. Click OK.
6. Click Finish.
7. Close and Reopen Outlook to finish adding the account.

1. In Thunderbird, go to Tools then choose Account Settings.
2. From the Account Actions dropdown, choose Add Main Account.
3. Fill out the choices:
   a. Your name: Display Name of the Resource Email Account
   b. Email address: Resource Email Account address
   c. Password: your personal EID password
5. Enter the following server settings:
   a. For Incoming:
      b. IMAP
      c. Server hostname: outlook.office365.com
      d. Username: your-personal-email-address/resource-email-address
      e. For Outgoing:
      f. Server hostname: smtp.office365.com
      g. Username: your personal email address

6. Then click Re-test, and the other settings will be automatically chosen.
7. Click Done.

Smartphone

1. Open the Outlook mobile app on your smartphone.
2. Click your account icon in the upper left corner, then click the Add Account icon.
3. Choose Add Shared Mailbox, then enter the email address of the shared email account, then click Add Shared Mailbox.

1. In the GMail mobile app, click on your account icon, then click Add Account.
2. Choose Office 365 as the account type.
3. Enter the Shared Email email address.
4. When prompted for Incoming Server Settings:
   a. Username: your-personal-email-address/resource-email-address
   b. Password: Your EID password
   c. Leave all other settings as default.
5. When prompted for Outgoing Server Settings:
   a. Username: your personal Exchange email address
   b. Password: your EID password
   c. Server hostname: smtp.office365.com

6. When prompted for a name, enter the Shared Email Display Name.

1. Open the Settings app and go to Passwords & Accounts.
2. Tap Add Account, then choose Other as the account type.
3. Choose Add Mail Account.
4. Use the following settings:
   a. Name: Display Name of the Resource Email Account
   b. Email: Resource Email Account address
   c. Password: enter your EID password
   d. Description: enter a description to help you identify the account, this can be the same as the Display Name
5. When prompted for server settings, use the following:
   a. Incoming Server Settings:
      i. Host Name: outlook.office365.com
      ii. Username: your-personal-email-address/resource-email-address
      iii. Password: Your EID password
   b. When prompted for Outgoing Server Settings:
      i. Server hostname: smtp.office365.com
      ii. Username: your personal email address
      iii. Password: your EID password
   c. Tap Verify.

6. Choose what apps you'd like to use the account with and tap Save.

Related articles

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