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 with an EID and EID password specific to that email account, you login using your own UT EID credentials. Using your own credentials negates the need for sharing credentials among colleagues which increases security. It’s also fewer passwords to remember so the chance of not being able to sign in because you don’t know the password is decreased (if not eliminated).

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 new 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 an existing 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

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.

**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**: The new Outlook for Mac (enabled with the "New Outlook" toggle switch) does not support Shared Emails or Delegates. For more details, see the FAQs.
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.

1. In Thunderbird, go to Tools and 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. Keep the email address the same,
      i. For Incoming:
      ii. IMAP
      iii. Server hostname: outlook.office365.com
      iv. Username: your-personal-email-address/resource-email-address
   b. For Outgoing:
      i. Server hostname: smtp.office365.com
      ii. Username: your personal email address
6. Then click Re-test, and the other settings will be automatically chosen.
7. Click Done.

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

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. 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.

**Important:** All features of Resource Email accounts are not guaranteed to work in the GMail mobile app due to changes in protocol support for UT Office 365 accounts. See the FAQs for more information.

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.

The Mail for iOS application is no longer supported for accessing and using Resource Accounts. See the FAQs for more information.

**FAQs**

You must have manager access in order to adjust permissions to the account. If you need manager access or aren't sure if you do, create a ticket with CNS IT including the email address of the Shared Account.

Once you have manager access, follow these steps:

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.

UT Austin Office 365 accounts can no longer use IMAP, POP, or SMTP protocols to connect to Office 365 Exchange Online. This increases security and closes an attack vector that is used in a large percentage of email-based attacks. For more information, please see this knowledge base article: https://ut.service-now.com/sp?id=kb_article&number=KB0018268

The Mail app doesn't support Office 365 Resource Accounts natively. While the Mail app supports manual configuration using IMAP, POP and SMTP protocols, UT Office 365 accounts don't support using those protocols.

The GMail app doesn't support Office 365 Resource Accounts natively. While the GMail app supports manual configuration using IMAP, POP and SMTP protocols, UT Office 365 accounts don't support using those protocols.

Microsoft has added additional features and a new look to the Outlook for Mac application, however, the new Outlook for Mac has limitations. Currently, it does not support Shared Emails, Delegates, Block Sender, and other features. The new Outlook for Mac is not required and updating your Outlook app will not turn on the new look automatically.

If you'd like to use the new Outlook for Mac but manage Resource Email accounts, one option is to manage Resource accounts using the Outlook Web App.

For more information about the new Outlook for Mac, its additional features, and limitations, see Microsoft's support page here.

**Questions?** You can create a ticket with CNS IT using our form or sending us an email at help@cns.utexas.edu.

**Related articles**

- How To: Resource Email Accounts