Problems with Exchange and Resource accounts.

IT Status

The CCS team is aware of problems with Exchange servers and resource accounts.

If a Resource account is opened either as a separate profile or as an additional account in outlook's account tab, it will fail.

However, it will work if the account is added to the advanced tab in the main profile in outlook.

The disadvantage is that you cannot send as the resource account.

Weboutlook may also be used to access the account directly ie: [https://weboutlook.vt.edu/owa/resourceaccount@vt.edu](https://weboutlook.vt.edu/owa/resourceaccount@vt.edu) [1].

If this method is used, email may be sent as the resource account and the sent item appears in the resource account's sent box.