Using a Resource Inbox in UGAMail

Requesting a Resource (Room, Equipment, or Central Calendar)

- Go to Resource Request Page and fill out the form.
- You should receive an email confirming its completion within 2-3 business days.
- Please review the below documentation to become familiar with your new account.

Using A Resource: Reserving a Room or Equipment

Adding a Room or Equipment to a Calendar Meeting

1. Create a New Meeting.
2. Click on the Scheduling Assistant.
3. Click on the address book icon next to “Select Rooms”.
4. The Global Address List will appear.
5. Under the Category “All Rooms” search for your item. Normally searching for your department such as “EITS” or “Franklin” will bring up a list of resources you might be interested in.
6. Highlight the Resource needed and click “Room ->” at the bottom and click OK.
7. Back on the Scheduling Assistant window, put a checkmark next to the Resource that you would like to schedule.
8. Review the Availability of a Room or Equipment just like you would for an individual.
9. When you are ready, click “Send”.

Resource Approval Process

- After you click send depending on how the resource owner has setup it’s processing, you might receive an automated “Tentative” response. Some resources might auto-Deny your request if it is too long, conflicting with other approved appointments, or has infinite recurrences.
- If you have any questions about the status of your request, you should contact the Resource owner.
- You can find out who the resource owner is by opening up the Global Address List and searching for “Group” + Name of Your Resource, ie “Group EITS Conference Room”. You will then find a list of the resource delegates and the owner of the resource account.

Opening a Resource Calendar Directly

You can open a Resource calendar the exact same way as a regular user. Please see our documentation on “Opening a Shared Calendar” for your particular email setup. On the Resources tab, Opening a Shared Calendar

Delegating a Resource: Role and Responsibility

How do you become a Delegate?

- You become a delegate by being a member of the associated delegation group for the resource. Each resource has a paired delegation group. If you have any questions about how to be added to a group or how you became a delegate for a resource, you should contact the group owner.
- You can find out who the group owner is by opening up the Global Address List and searching for “Group” + Name of Your Resource, ie “Group EITS Conference Room”. You will then find a list of the resource delegates and the owner of the resource account.
What do requests look like?

- Requests by default are setup to tentatively be approved if not conflicting. By default, a notification might appear as below:
- You can then go into the Resources calendar and Approve or Deny the request.

What actions should be taken?

You should be a good steward of your delegated rights. Discussion amongst the other delegates how requests should be handled and act on them in a timely manner by either Approving or Denying the requests. If you leave them tentatively approved, the organizer of the meeting might not know if the conference room or piece of equipment is available.

Administering a Resource: Settings and Permissions

How to Access Resource Settings

1. To access the settings available for a resource, you must use the web client (http://ugamail.uga.edu).
2. In the top right hand corner, click on the dropdown arrow and choose “Open Mailbox”.
3. Type in the Name or Email Address of the Resource. It should start with "res" and not "grp".
4. Click Open.
5. You are now in the Resources mailbox.
6. Click on Options > See All Options. Then Settings on the left.
7. The “Resource” tab should now be available to you.

Guide to Resource Options

<table>
<thead>
<tr>
<th>Scheduling Options</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Automatically process meeting requests and cancellations</td>
<td>By default, this is checked. All requests that fit the criteria determined below will be tentatively approved and subject to the Scheduling Permissions set on the right. If you turn off this option, then you will not be able to use the Scheduling Permission area. If you would like to remove the ‘tentatively approved’ function, please put in a request to the EITS Help Desk.</td>
</tr>
<tr>
<td>Disable Reminders</td>
<td>This will disable the reminders feature for the resources mailbox only. You should only ever see reminders for a resource if you log directly into the resource.</td>
</tr>
<tr>
<td>Maximum number of days in advance resources can be booked</td>
<td>This setting is used to control how many days in advance the resource can be booked.</td>
</tr>
<tr>
<td>Always decline if the end date if beyond this limit</td>
<td>This setting is used to decline and control how far in advance this resource can be booked.</td>
</tr>
<tr>
<td>Limit meeting duration</td>
<td>This setting is used to limit how long this resource can be used by one meeting.</td>
</tr>
<tr>
<td>Maximum allowed minutes</td>
<td>This setting is used, in conjunction with the above setting, to decline meetings that are longer than desired.</td>
</tr>
</tbody>
</table>
Allow scheduling during working hours | This setting is used in conjunction with the setting in the Calendar Tab for Working Hours to limit the use of a resource during non-working hours.

Allow repeating meetings | The setting is set by default to allow repeating meetings (or reoccurrences).

Allow conflicts | This setting is set by default to allow conflicts.

Allow up to this number/percentage of individual conflicts | This setting always you to put more restrictions on conflicting meetings. By default, these are both set to 0, which means all conflicts are allowed.

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<td>These users can schedule automatically if the resource is available</td>
<td>By default, the Public Group associated with the resource should be listed under ‘Select users and groups’. You can increase the number of people to be allowed to schedule a meeting by adding them individually here, or if you wish to add them as a delegate, you can add them to the associated Public Group.</td>
</tr>
<tr>
<td>These users can submit a request for owner approval if the resource is available</td>
<td>By default, this is set to Everyone. You can decrease the number of people to be allowed to schedule a meeting by adding them here and changing the option to ‘Select users and groups.’ If you wish for no one other than delegates to request this resource, select ‘Select users and groups’ and do not select any users or groups.</td>
</tr>
<tr>
<td>These users can schedule automatically if the resource is available and can submit a request for owner approval if the resource is unavailable</td>
<td>By default, this is set to ‘Select users and groups’ but has no one currently selected. This setting turns off this feature. This feature will override the top two permissions and does not act in conjunction with them.</td>
</tr>
</tbody>
</table>

There are additional options available for your resource. Here are the most commonly used options. If you wish to utilize any of these options for your resource, you will need to submit a Help Desk request indicating what options you would like and for which resource.

For a full list of the options and their settings, please refer to this website:


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<td>Add Organizer to Subject</td>
<td>This setting will add the requester’s display name to the subject of the meeting displayed on the resource calendar.</td>
</tr>
<tr>
<td>Enable Response Details</td>
<td>This setting will maintain the responses from a meeting request within the resource calendar.</td>
</tr>
<tr>
<td>Delete Attachments</td>
<td>This setting will delete any attachment on a calendar request to limit the amount of storage used within the resource's mailbox.</td>
</tr>
</tbody>
</table>
Delete Subject | This setting removes the subject of a meeting request on the resource’s calendar to allow for privacy while maintaining the availability of free/busy information.

How to Add Delegates (Group Members)

Resource Delegate: Can approve or reject requests sent to this resource.

1. To add delegates you must also be logged into your account, not the resource’s, through the web client (http://ugamail.uga.edu).
2. Go to Options > See All Options > Groups.
3. You should now see a section called “Public Groups I Own”.
4. Find the Group with the same naming convention as your resource, ie if the resource is “EITS Conference Room”, your group will be “Group EITS Conference Room”.
5. Highlight the group and click Details.
6. There are additional settings here as well to control emails to the group. Please be careful as you can cause the resource to not be able to email the group and that will break the delegation. By default only UGAMail users can email groups directly.
7. Click on Membership.
8. Click on Add to add a new delegate to receive requests.
9. Please note: If someone just needs to auto-schedule the resource but not receive requests, that is done in the Resources Settings page detailed above.
10. Be sure to click Save when you are done.

How to Change Access Permissions on a Resource’s Calendar

Access permissions can be best changed in Outlook 2010.

1. Login to your Outlook profile for your account.
2. Open the Resources Calendar as described in the "Open A Shared Calendar" tutorial.
3. Right click on the calendar on the left and go to Properties:
4. Go to the Permissions tab.
5. By default, you should have Permissions level set as None for the Default User (everyone at UGA) and for the Anonymous User and set as Reviewer for the Group associated with the Resource.
   - Note: Even though the Group is listed as Reviewer, they can still make changes directly on the calendar since they have Full Access to the entire Resource Mailbox.
6. You can add new users here with different permission levels.
7. You can also change the permissions for the Default user here, if you wish to give everyone at UGA more rights such as Read permissions and Folder Visible.

Additional Resources

- In-Depth Documentation on Resource Management
- Microsoft Help Websites:
  - Resource Scheduling Options
  - Resource Scheduling Permissions
  - Resource Response Message
  - The Scheduling Assistant