E-Mail - Room and resource mailboxes

11.07.2025 12:03:43

Kategorie:	Kommunikation & Kollaboration::E-Mail	**Bewertungen:**	0
Status:	öffentlich (Alle)	**Ergebnis:**	0.00 %
Sprache:	en	**Letzte Aktualisierung:**	10:43:56 - 28.08.2024

Schlüsselwörter

Exchange Outlook Room Resource E-Mail mailbox

Lösung (öffentlich)

Note: You can download and view the screenshots of this guide in full size using the "Open image in new tab" option. To do so, right-click on the desired image.

[1]Requesting room and resource mailboxes

[2]Using room and resource mailboxes

Short info: For the administration of rooms and resources such as vehicles or devices, the TUD Exchange service offers so-called room and resource mailboxes. These have an intelligent calendar function and manage themselves once they have been set up. The functionality of the calendar and booking automation as well as the access permissions to the mailbox are pre-configured during the application process. Only Exchange users can receive permissions. Changes can be made by the administrator specified in the application via the OWA web interface. To book the room or resource, they are invited to the appointment like any other participant. With the scheduling assistant, the free/busy times can be optimally viewed. In addition, the organiser receives a booking confirmation/ rejection by e-mail. Once set up, the room or resource is visible in the Exchange Global Address List.

Requesting room and resource mailboxes

Only employees of TU Dresden are allowed to apply for room and resource mailboxes.

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In order to apply for a room and resource mailbox you must first log in to the TU Dresden Self Service Portal at: [3]https://selfservice.tu-dresden.de/ with your personal "ZIH login".

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Now click on the tile "Room, resource and distributed mailboxes, mailing lists" under the tab "Communication and collaboration".

 Screenshot of the Self Service Portal homepage.

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On the page "Service description" you will now see some more information about the additional Exchange services offered by the TU Dresden. To apply, click on the tab "Manage add-on services".

 Screenshot of the "Service Description" page in the Self Service Portal.

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On the next page you will see an overview of your existing Exchange additional services. To apply for a new room and resource mailbox, now click on the "plus sign" under the tab "Room/Resource Mailboxes".

 Screenshot of the "Application Overview" page in the Self Service Portal.

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Now enter the desired data in the application form and confirm your entries with the "Submit" button at the bottom of the page. Your request will now be processed by the Service Desk. In the following image, you can see a few exemplary details for support. You will receive further tips on the respective field as a pop-up by moving the mouse over it.

 Screenshot of the application in the Self Service Portal.

Using room and resource mailboxes

[4]Edit resource booking settings

[5]Share resource

Short info: Conceptually, room and resource mailboxes are not intended for making entries directly in the calendar. This bypasses the built-in automations that check occupancy or specially specified booking schemes.

Users who book an appointment invite the resource as another appointment participant. The automatic booking system of the resource then books the appointment in the calendar of the resource AND in the calendars of the

participants according to the stored criteria. In case of unavailability, a cancellation is sent to the organiser. This is already visually displayed in the scheduling assistant (Outlook, OWA).

Granting permissions directly to the resource calendar should at best be chosen for resource managers who need an overall view.

Edit resource booking settings

Users with "admin access" to the room and resource mailbox can make settings regarding the recommended automatic booking as follows:

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To do this, log in to your personal mailbox via the Outlook Web App (OWA) at "msx.tu-dresden.de". Use your normal "ZIH login" as your user name and your corresponding ZIH password.

 Screenshot of the Outlook Web App login interface.

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Now click with the left mouse button on your user symbol in the top right corner and then select "Open another mailbox...".

 Screenshot of the Outlook Web App start page.

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Now enter the name of the resource mailbox and select the mailbox. If it is not displayed directly, click on "Search directory".

 Screenshot of the "Open another mailbox" interface in the Outlook Web App.

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The mailbox is now selected. Next, click on the "Open" button. The mailbox now opens in a new browser tab.

 Screenshot of the "Open another mailbox" interface in the Outlook Web App.

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Then, in the new browser tab of the room and resource mailbox, click on the "settings wheel" at the top right.

 Screenshot of the Outlook Web App start page.

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Now click on "Options" in the context menu.

 Screenshot of the Outlook Web App start page with the context menu opened.

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In the settings, click on the item "Calendar" at the very bottom of the list.

 Screenshot of the Outlook Web App settings.

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Some settings will now open up there. To edit the resource booking, click on the item "Resource scheduling". All the settings that can be changed for the resource booking are now displayed here.

 Screenshot of the Outlook Web App Resource scheduling.

   Share resource

Users with "admin access" to the room and resource mailbox can grant direct access to the calendar as described below:

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Open your room and resource mailbox by following steps 1-4 of the [6]"Edit resource booking settings" instructions.

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Then, in the new browser tab of the room and resource mailbox, click on the "menu icon" in the upper left corner.

 Screenshot of the Outlook Web App start page.

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Now click on the menu item "Calendar".

 Screenshot of the Outlook Web App menu page.

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In the calendar interface, right-click on the "Calendar" item on the left-hand side. In the context menu, click on the item "Sharing permissions".

 Screenshot of the Outlook Web App calendar overview.

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On the right-hand side, you can then enter the person or group you want to add in the line "Share with:".

Screenshot of the Outlook Web App sharing permissions.

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Once you have selected the person or group, you can now decide which rights they should have. Then click on the "Send" button to confirm the change.

Screenshot of the Outlook Web App sharing permissions.

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The invited person or group then receives an invitation email with an "Accept" button. When the invited person clicks on it, the calendar is automatically added to the person's mailbox.

Screenshot of the release email in the Outlook Web App.

[1] #Requesting room and resource mailboxes
[2] #Using room and resource mailboxes
[3] https://selfservice.tu-dresden.de/
[4] #Edit resource booking settings
[5] #Share resource
[6] #Edit resource booking settings