WebOutlook 2007 via Internet/Intranet
User Guide

Content

1 General

WebOutlook based on Microsoft Outlook Web Access (OWA) provides access to your mailbox from the Internet using a PC or an internet terminal with a browser. This includes world wide access to your emails, calendar and tasks without carrying a notebook or PDA.

The use of WebOutlook contains several risks, which can be reduced only by your assistance. These risks result from the fact that public computer systems are used to access company information when using WebOutlook over the **Internet**.
In this context the following security hints should be considered:

- After logging off from your WebOutlook session data will not be deleted automatically from the used computer. Especially email-attachments, like Word-documents, Excel-spreadsheets or PowerPoint presentations will still remain on the used computers hard-drive and could be accessed by unauthorized people. If in doubt avoid downloading opening email attachments. You will find detailed information about in the chapter "Security Issues" below.
- There are known cases where public computers (e.g. in Internet Cafés) were prepared with programs which record every keystroke to log usernames and passwords. With this information unauthorized people are able to logon to your mailbox and thus to all emails and attachments in every mail-folder. In this way critical information could be accessible.

  If your mailbox contains critical data and you can't find a secure computer to use WebOutlook via Internet, you should refrain from accessing your mailbox.

2 Prerequisite for WebOutlook

Prerequisite for proper functionality:

- Access to the Beiersdorf WEB or BSS **Intranet** **within** the Beiersdorf Group
- Internet Browser which is minimum HMTL 3.2 compliant.
  Recommended is Microsoft Internet Explorer Version 6 or higher
- Scripting and cookies have to be enabled in the browser
- Your account has to be enabled for this service.
  Please contact your local email Administrator.
- Outlook Web Access Light is running on most of the web-browsers
- Outlook Web Access Premium requires minimum Microsoft Internet Explorer 6

3 How to get access to your mailbox via WebOutlook

Depending on whether you access over the Internet or Intranet, the following addresses and also the appearance of the welcome screens are different.

When accessing over the **Internet**, type the following URL into the web-browser:

https://mail.beiersdorfgroup.com

Access from the **Intranet** is possible via two different links:
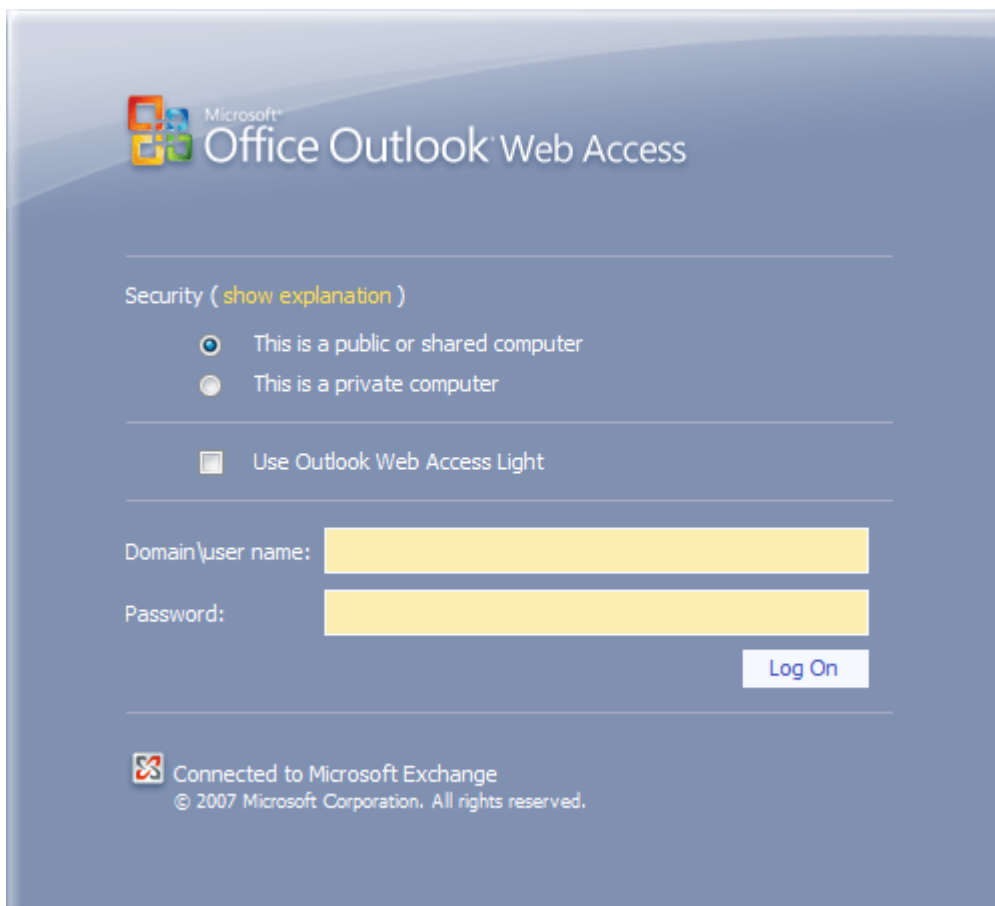
You can start WebOutlook from the Beiersdorf WEB http://beiersdorfweb.global.bdfgroup.net
Alternatively navigate in BSS Intranet http://bss.global.bdfgroup.net to:

Job Support/Tools/Web Outlook

Please read the security information carefully.

Click "Start WebOutlook" to continue.

After clicking „Ok" the logon screen appears.

To log on to your mailbox you have to enter the domain name, your User-ID and password.

Here an example:

Domain is generally: Global
User-ID: OwenR (your own account)

So you have to type in the box "Domain\user name:":   Global\OwenR
Important here is the backslash "\" between the "Global" and the account name.
In the box "Password:" enter your current password.

Before clicking the "Log On" button you can choose "Use Outlook Web Access light" when
- You are on a slow connection.
- Using a computer with unusually strict browser security settings

The Light client provides fewer features and is sometimes faster. If you are using another browser than Internet Explorer 6 or later, you can only use the Light client.
With Internet Explorer Version 6 or higher WebOutlook is using the "Premium" mode which is the default setting to use all WebOutlook features.

Security:

"Public or shared computer" should every time be chosen if you are working on a public computer (e.g. in an Internet Café). With this setting WebOutlook will disconnect your session after 15 minutes idle time.

"Private computer" should only be selected if your are working on your own or any other Beiersdorf computer. The WebOutlook server will allow a longer period of inactivity before logging you off automatically.



Click the "Log On" button.

4   Regional Settings

Select the appropriate language and time zone settings when logging on the first time to WebOutlook. When being in a different time zone you should modify the setting as explained below otherwise reminders will not come up at the correct time.
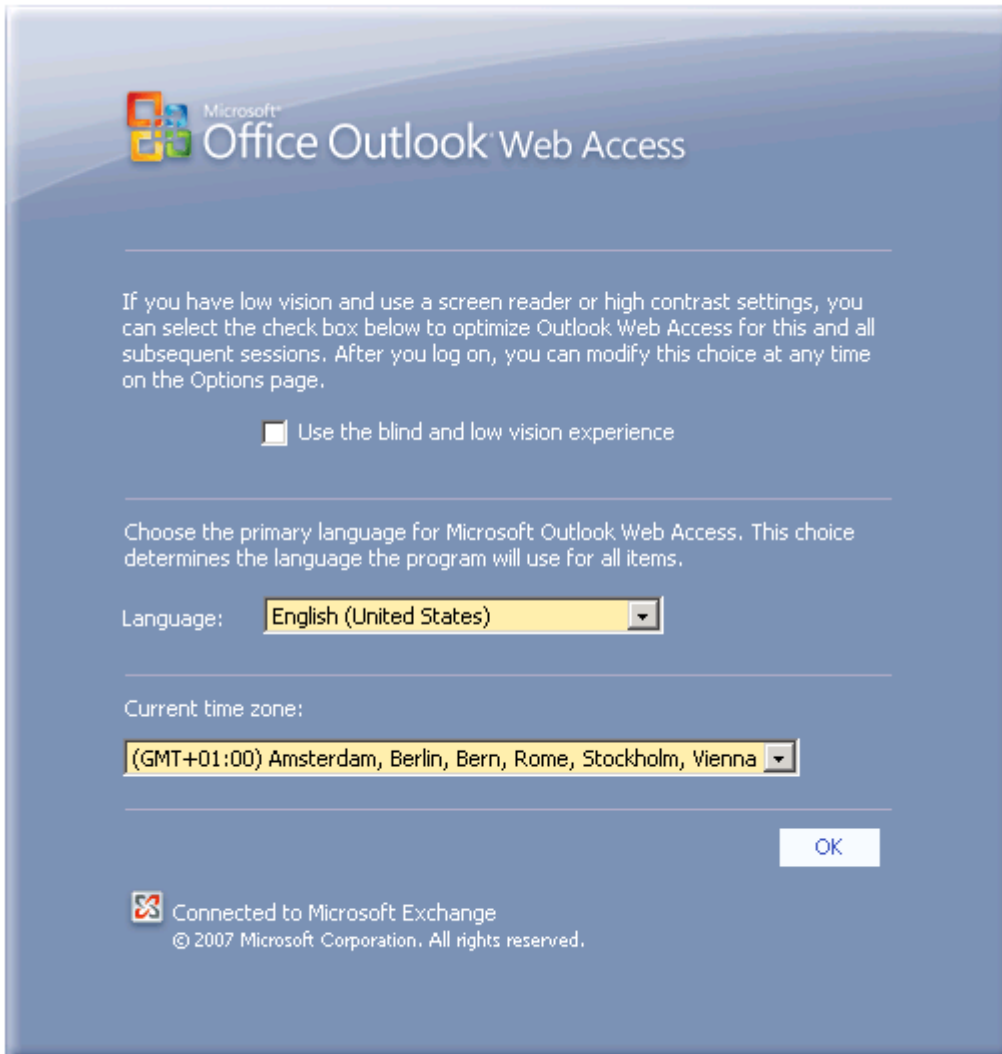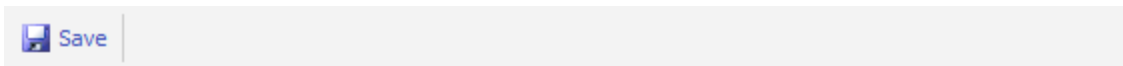

Later you can change in the menu "Regional Settings" the adjustment of language, date and time of Web Outlook Access if needed. Please click the button "Options".
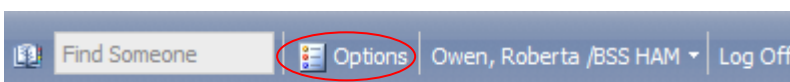
On the left side a window will be opened. Please press the button "Regional Settings" to continue.
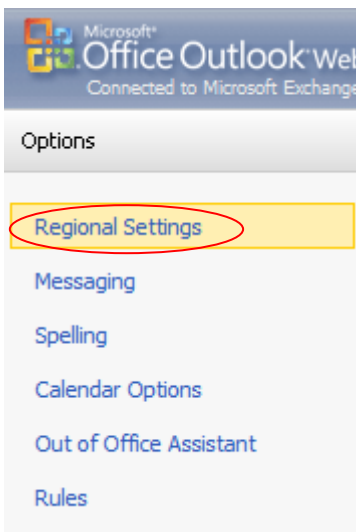
Now you can adjust the date, time and language.

To save all settings please click on "Save".
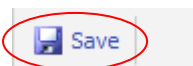
One advantage of the "Regional Settings" of WebOutlook is that the Outlook view, for example the standard folder like inbox or outbox, will be changed also.

5   Finding addresses

In WebOutlook there is no address book like in Outlook. To find an addressee proceed as follows:

Click on "New" to create a new email in WebOutlook:

Click on the "To" button of the appearing "Untitled Message" window:
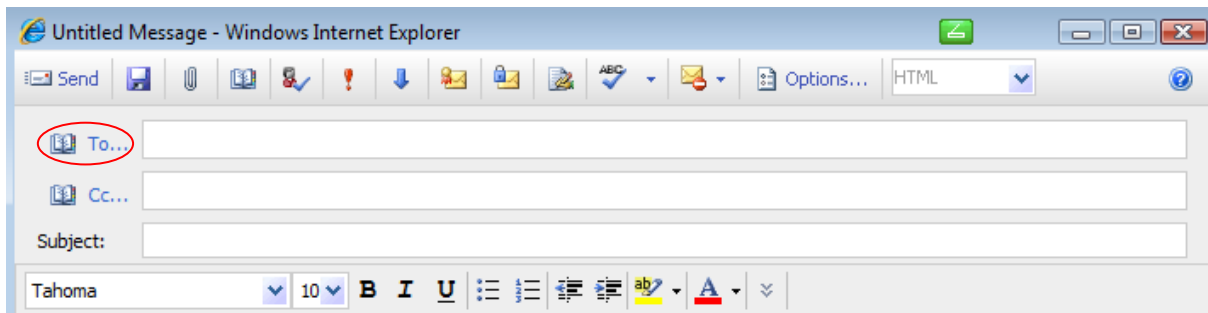
Add the known information of the user into the specific box. Then press "Find" and select the wanted recipient.
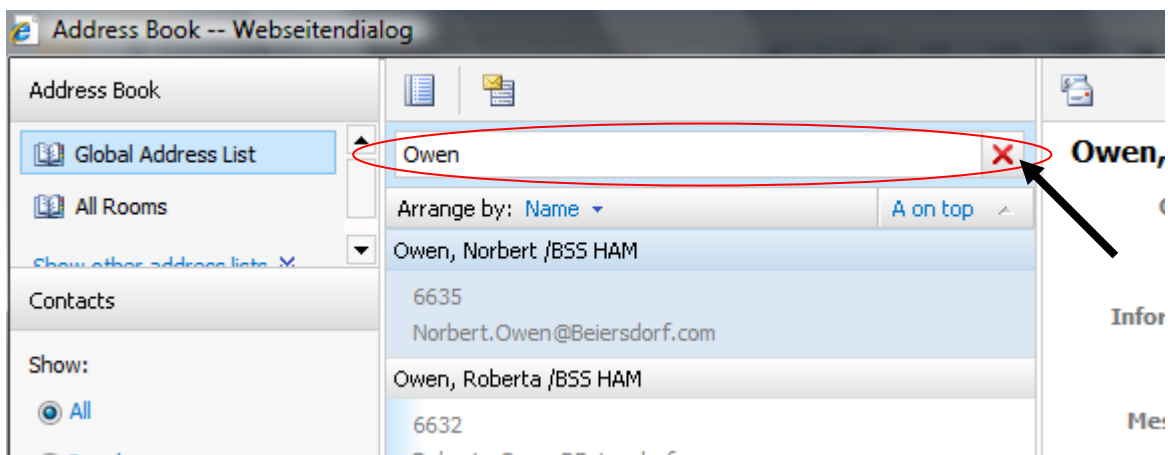
In the line "Add recipient to…" click on the "To", "Cc" or "Bcc" button and then "Close".

In the new mail you can see the select recipient.
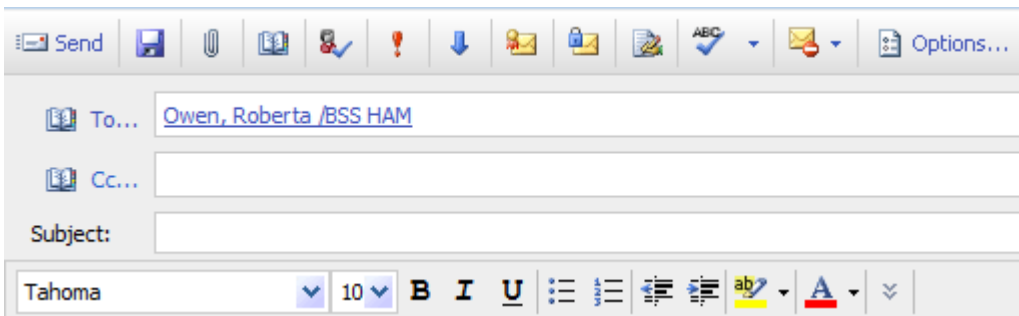
Another way is to add parts of the name in the "To" box and click the button "Check names".

6 Access to folders of your mailbox and to „Public Folders"

If the folder-list of your mailbox is not visible click on the arrow to expand it.
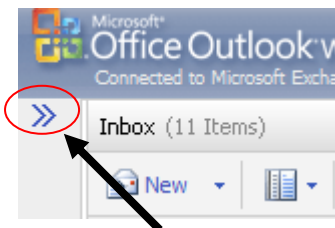
To get access to "Public Folders", click on "Public Folders".

7   How to close your WebOutlook session

By clicking the "Log Off" button your WebOutlook session will be closed, even if there are several browser windows open.

Another secure way is to close <u>all</u> browser windows.

In WebOutlook you find the "Log Off" button in the shortcut bar.
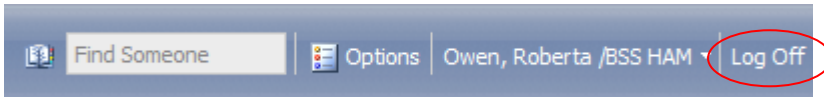
After this click the button "Close Window" to close the web-browser (tab).
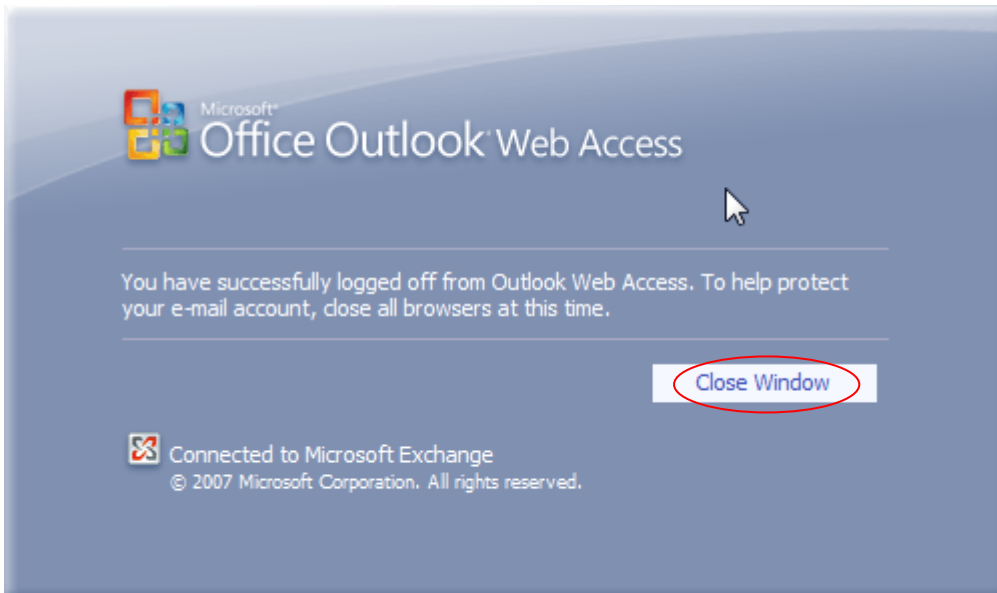
8   Password change

In a WebOutlook session you will be informed if your password expires. If you are working only with WebOutlook (e.g. in a longer absence), you should change your password in time to avoid expiration of your user-account.
Note: If your account is expired you cannot re-enable it via WebOutlook, you have to contact your local service desk.

With WebOutlook it is possible to change your password. Click in the view "Shortcuts" on "Options".
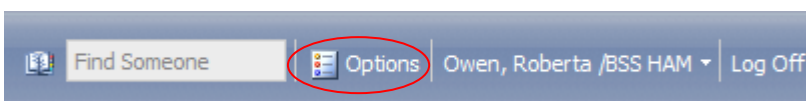
In the appearing window on the left side please click on "Change password".
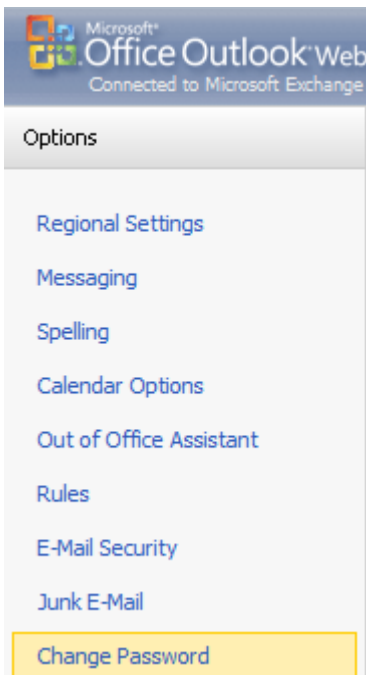
In the appearing popup window enter:

Domain:	Global
Account:	Your User-ID
Old password:	Your current password
New password:	Your new password (min. 6 characters)
Confirm new password:	Reenter your new password

For example:

Confirm by clicking the "Save" button.

Info: If you had changed your password the old password can no longer be used.

9 Recover Deleted Items

With the "Recover Deleted Items" function, you can only recover items that have been recently deleted from the "Deleted Items" folder.
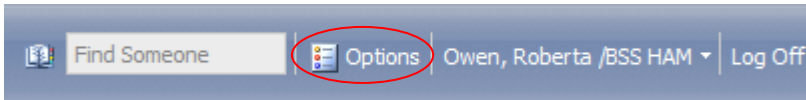
Click on "Options" and select "Deleted Items"
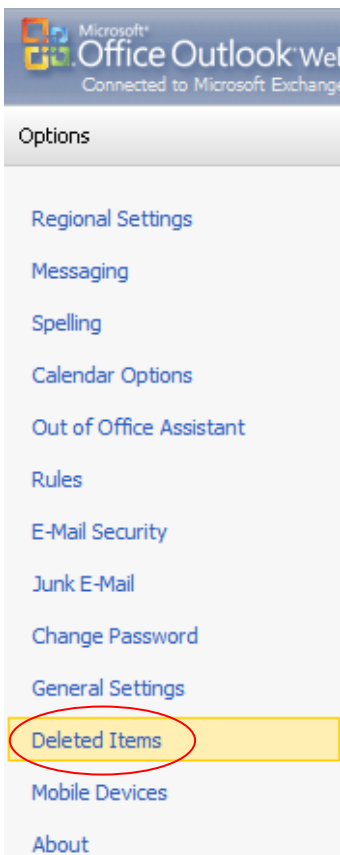
Please select the item in the window which you want to recover.

If you want to recover the item click on "Recover to "Deleted Items" Folder".

10 Security Issues

To prevent other people to get access to critical data you should open attachments as explained below.

For security reasons attachments are normally opened as a Web Page in WebOutlook. Thus only an HTML view of the content is shown. To open an attachment as Web Page click on "[Open as Web Page]".

Here an example:

This email contains the attachment "DSF_Tabelle.xlsx".
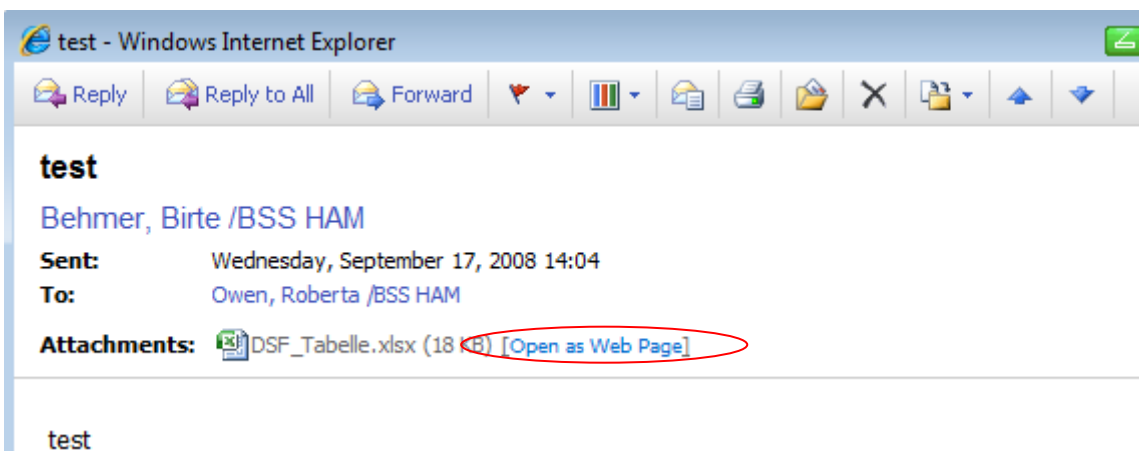
Now you can open the attachment without saving it to a disk. If you need to download the attachment right-click it and choose "Save Target as…". On a public computer you should do this only if you really need it. The ideal case would be to save it on a private USB stick. If not you should do a hard delete the attachment afterwards (using the shift- and delete keys).

Choose folder to save the attachment (i.e. "C:\Temp") and click on "Save".

11   Possible Problems

In order to use WebOutlook your site has to be enabled for this service. Please contact your local email administrator. If your site is not enabled for this service or if you typed a wrong username or password following message will appear:
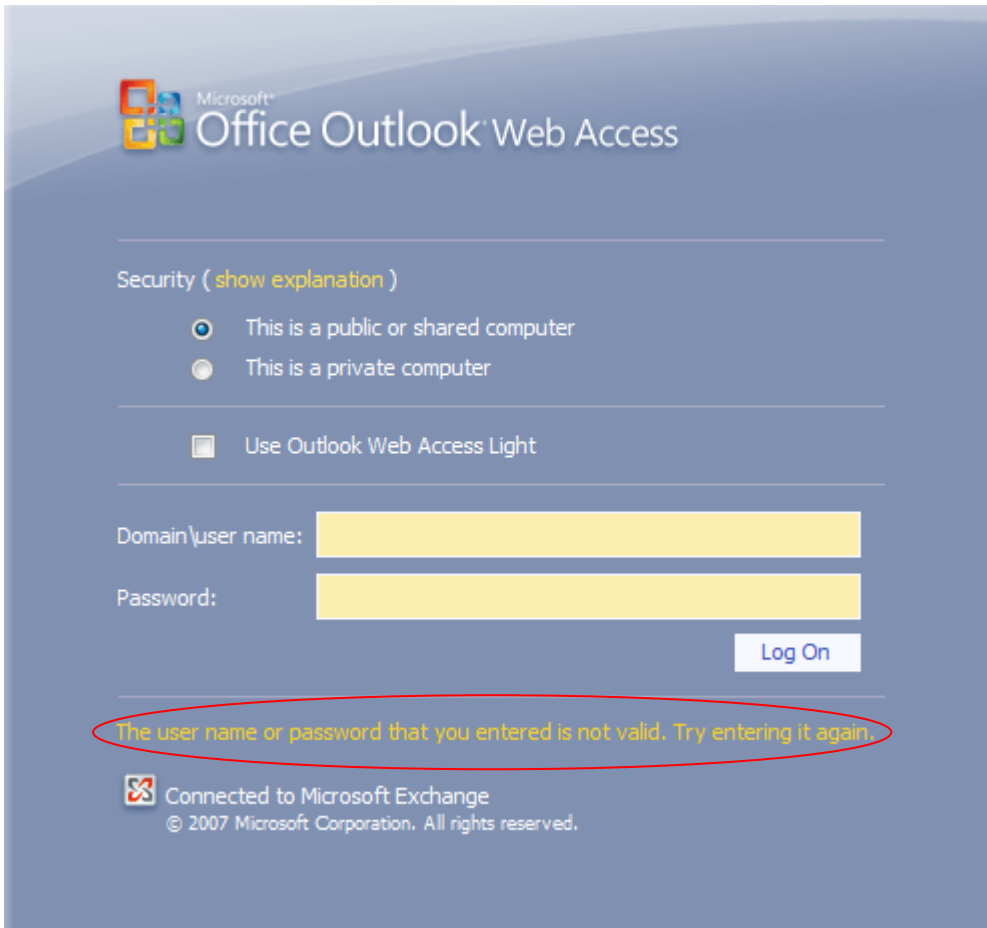
If your mailbox is not enabled for WebOutlook you will get following information.
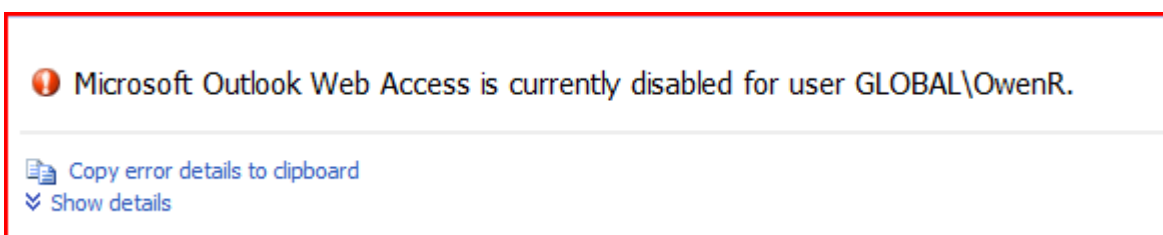
11.1   Blocked emails when using Internet Explorer on Windows XP Service Pack 2

Microsoft introduced a "Pop-up Blocker" with Service Pack 2 for Windows XP. If the pop-up blocker is active, the opening of emails in WebOutlook is prevented.
Following warning will appear:
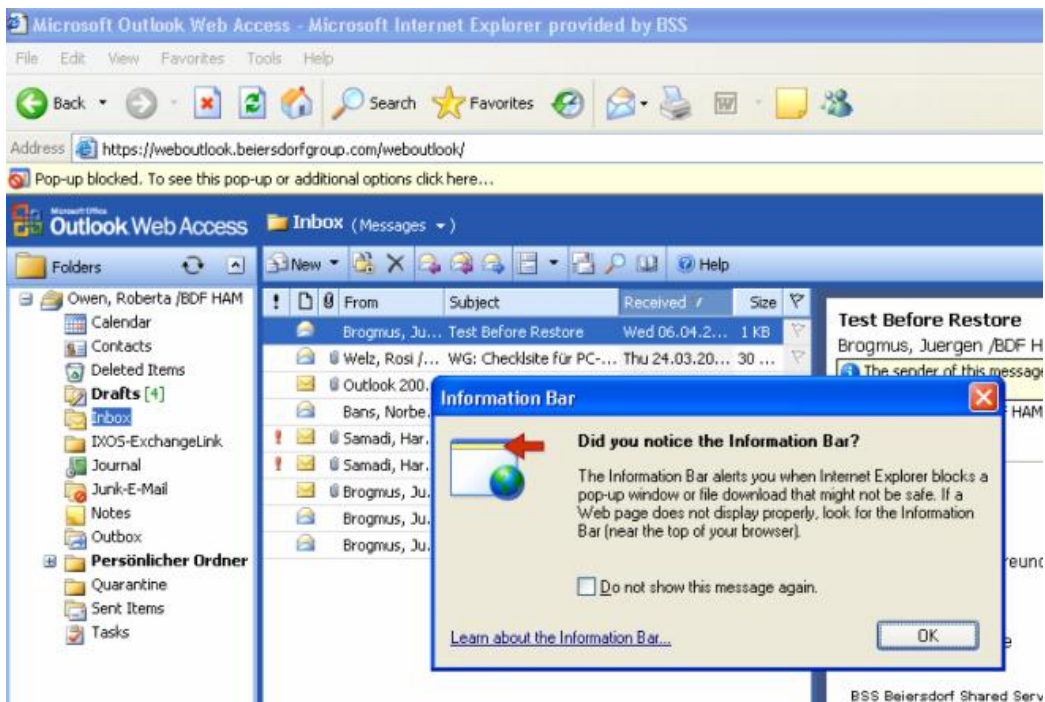
To accept pop-ups using WebOutlook from the **Internet** navigate in Internet Explorer to ➔ "Tools" ➔ "Pop-up Blocker" ➔ "Pop- up Blocker Settings.
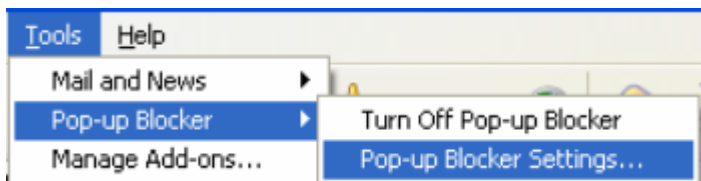
Add into the box "Address of Web site to allow"

*.BeiersdorfGroup.com

and click "Add".
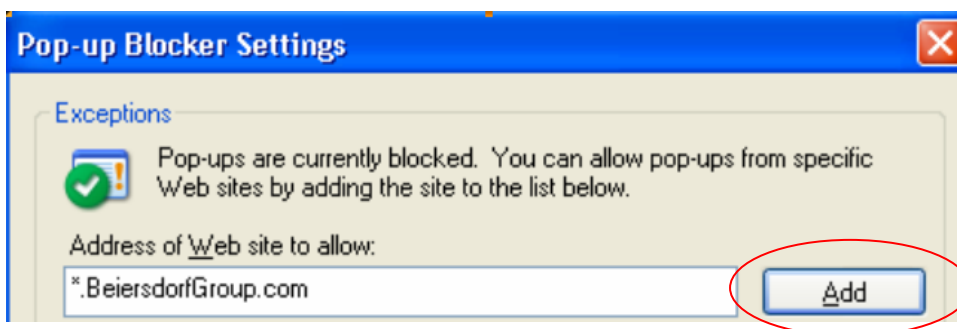
Click "Close".
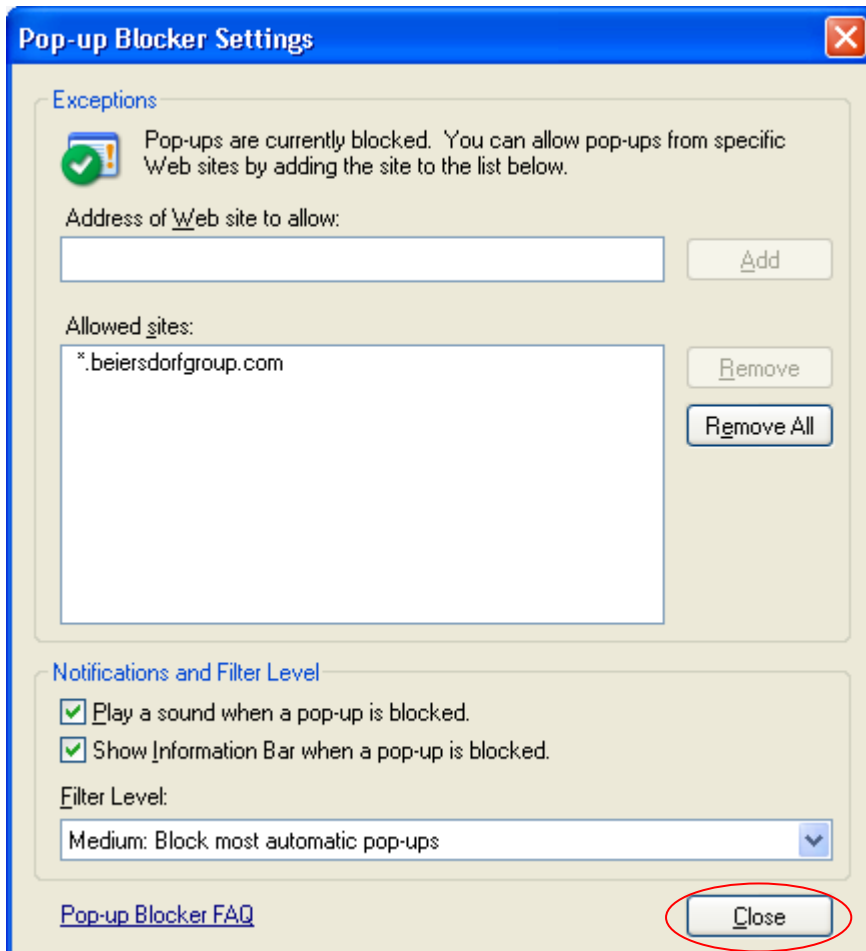
11.2   Blocked emails when using Internet Explorer with Windows Vista

If the Pop-up Blocker is active it is impossible to open the mails with WebOutlook.

To accept pop-ups using WebOutlook from the **Internet** navigate in Internet Explorer to ➔ "Tools" ➔ "Pop-up Blocker" ➔ "Pop- up Blocker Settings.
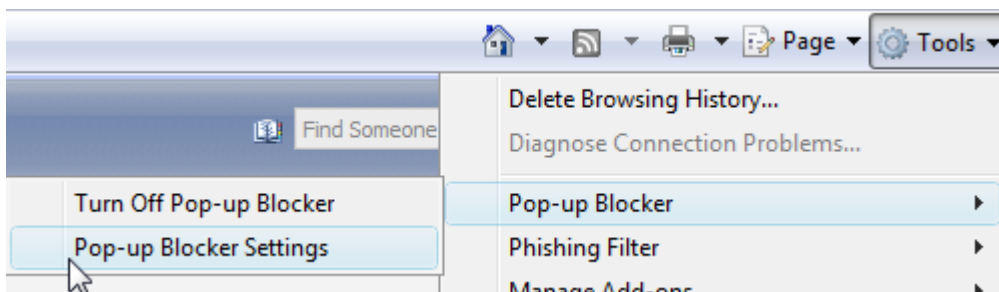
Add into the box "Address of Web site to allow"

*.BeiersdorfGroup.com

and click "Add".
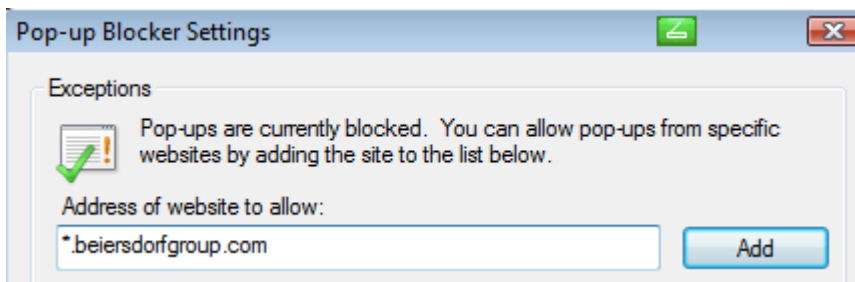
Click on "close" to finish the procedure.
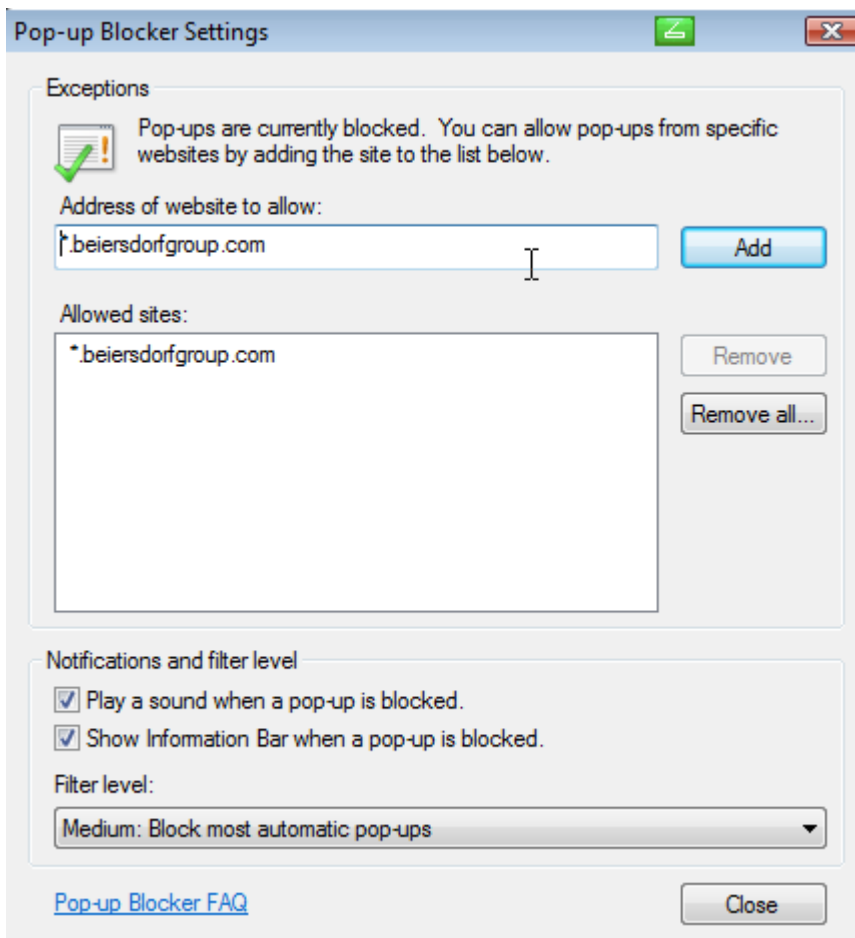
If you have any problems please contact your local service desk .

12 Managing Mobile Devices like PDA's or Smartphones

A feature of WebOutlook is to manage your mobile devices like wiping of all data from the device in case the device got lost or stolen. To be able to wipe the device remotely the operating system of the device must be version 5.0 with "MSFP" ("Microsoft Security and Feature Pack") or higher.

To wipe a device click on "Options".
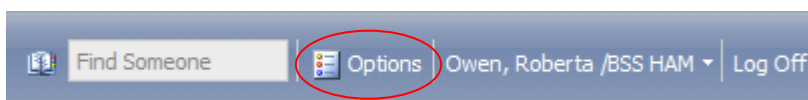
Click on "Mobile devices" on the left side.

In the appearing table you can find the device(s) which were synchronized with your mailbox.

12.1 Wipe All Data from Device

Please click on the device where the date should be deleted from. In the following activate "Wipe All Data from Device". Confirm this action with "Yes".

When your data have been delete completely remove the device from the list. There are no problems to add the device to list later again.

12.2   Remove Device from the list

If you want synchronize the SAME device again you have to delete the device in the list before. Otherwise the device will continue with the deletion of data when the synchronization is reestablished again.

Please select the corresponding device, click on "Remove Device from List" and confirm the action with "Yes" later.
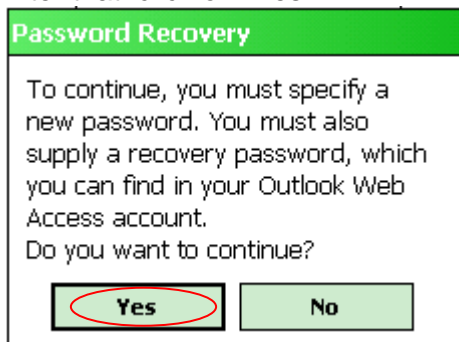
12.3 Display Recovery Password

If you insert a wrong password eight times all the data on the device will be wiped. If you forgot your password you can unlock the device by using the "Recovery password" feature. To do this click on "menu" ➔ „Reset Password".
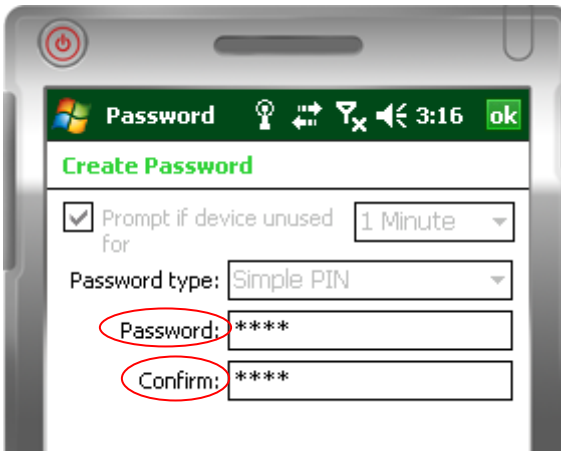**Note: This feature is available with Windows Mobile 6 or higher devices only.**
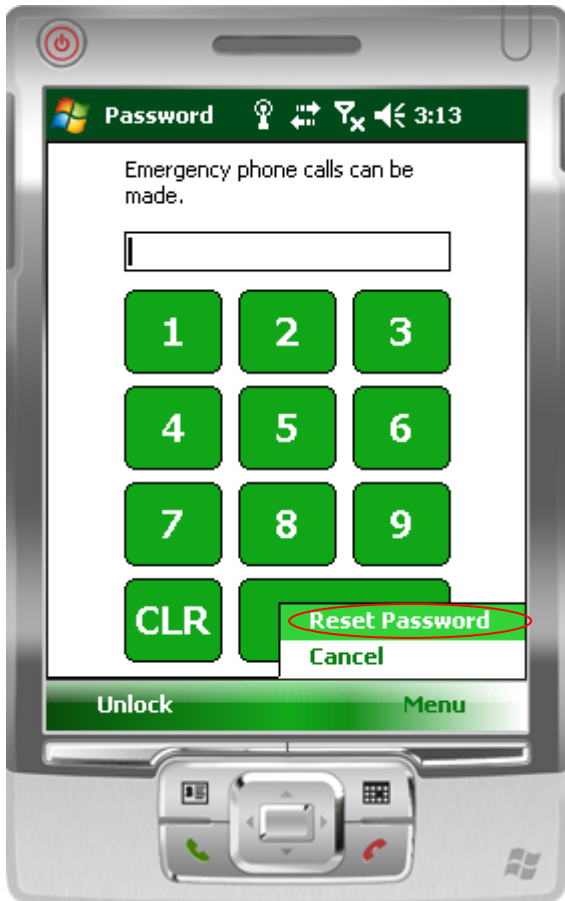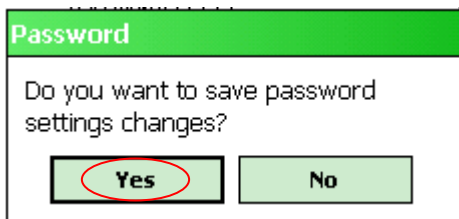

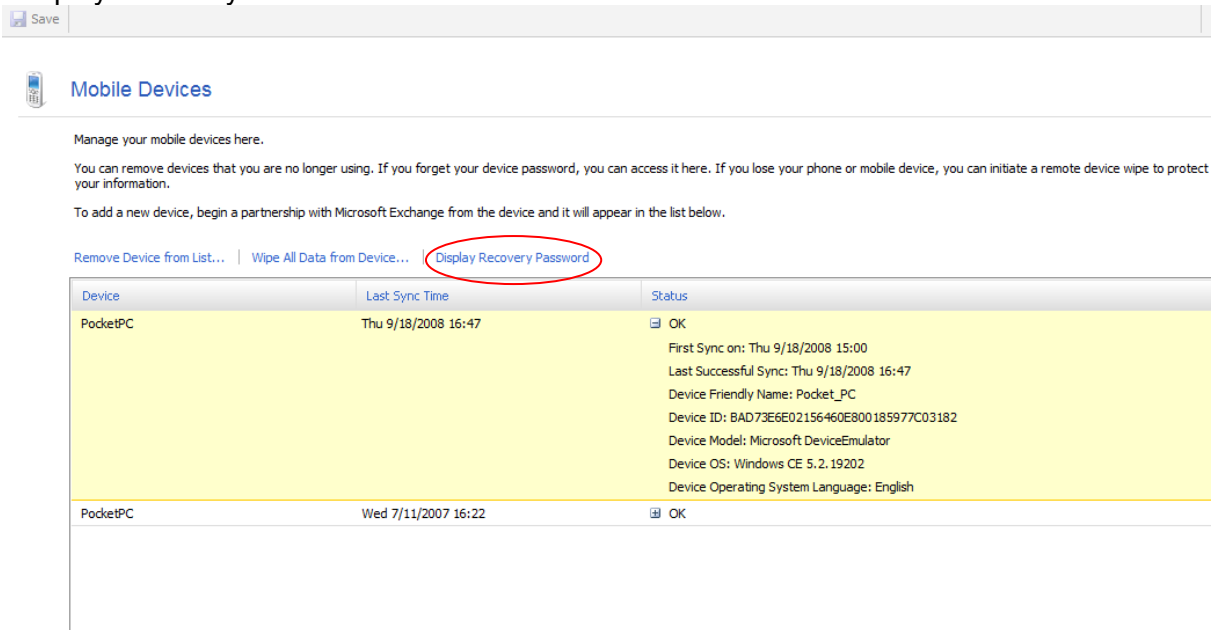After that click on "Yes"

Please insert a new PIN in "Password" and "Confirm". Afterwards click on "ok".

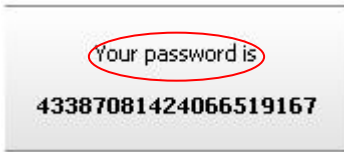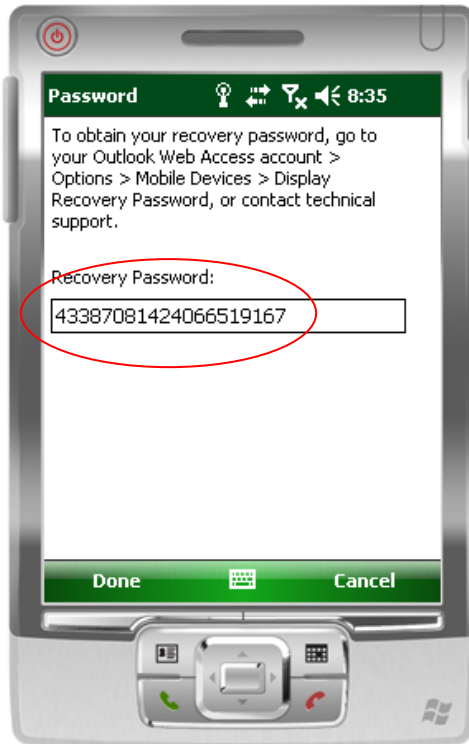
Save the password by clicking "Yes".

To display the recovery password please click in WebOutlook "Options"→"Mobile Devices"→ "Display Recovery Password".
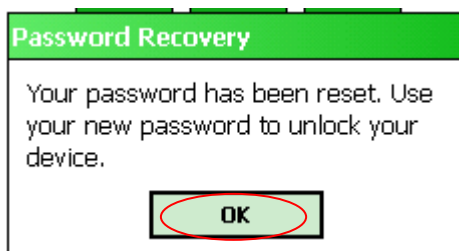
A Pop-up-window will be opened and you can read your recovery password.

Please insert the code into "Recovery Password" and click on "Done" to continue the process.

Confirm the acknowledgement with „Yes".

Your password has been changed successfully. To open the device insert the new chosen password.