

WebOutlook 2010 via Internet/Intranet – User Guide

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1. General

Microsoft WebOutlook 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, PDA or iPhone.

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, Excelspreadsheets or PowerPoint presentations will still remain on the used computers harddrive and could be accessed by unauthorized people. If in doubt avoid downloading opening email attachments. You will find detailed information in the chapter about “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 such as Internet Explorer 7 and later versions, Firefox later than 3.0.1 or Chrome later than 3.0.
On computers running Mac OS X 10.5 and later versions, you can use Safari 3.1 and later versions or Firefox 3.01 and later versions.
On computers running Linux, you can use Firefox 3.0.1 and later versions.
- 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.
- WebOutlook Light runs on most of the web-browsers.

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** and **Intranet**, type the following URL into the web-browser:

<https://mail.beiersdorfgroup.com>

Access from the **Intranet** is also possible via two different links:

You can start WebOutlook from the Beiersdorf WEB at <http://beiersdorfweb.global.bdfgroup.net>
Alternatively navigate in BSS Intranet to:<http://bss.global.bdfgroup.net>

Job Support/Tools/Web Outlook

Please read the security information carefully.

Click “Start WebOutlook” to continue.

After clicking „Ok“ the logon screen appears.

Microsoft
Outlook Web App

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer

Use the light version of Outlook Web App

Domain\user name:

Password:

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

Here is an example:

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

You will need to enter “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 “Sign in” button you can choose “Use the light version of Outlook Web App” when

- You are on a slow connection.
- Using a computer with unusually strict browser security settings

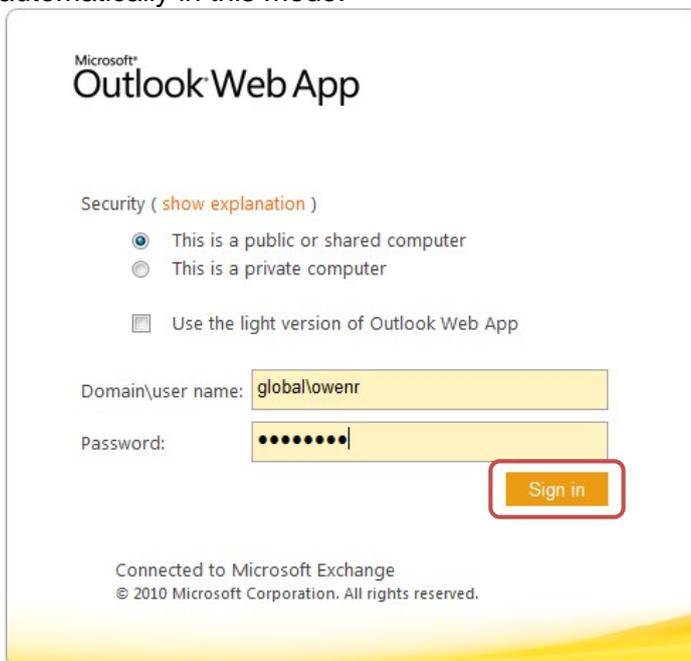
The Light client provides fewer features, but is sometimes faster. If you are using a browser other than Internet Explorer 7 or later, Firefox or Chrome (see chapter 2) then you can only use the light version.

Note: This document does not contain the user guide for the “light version”.

Security:

“Public or shared computer” should always 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 of idle time.

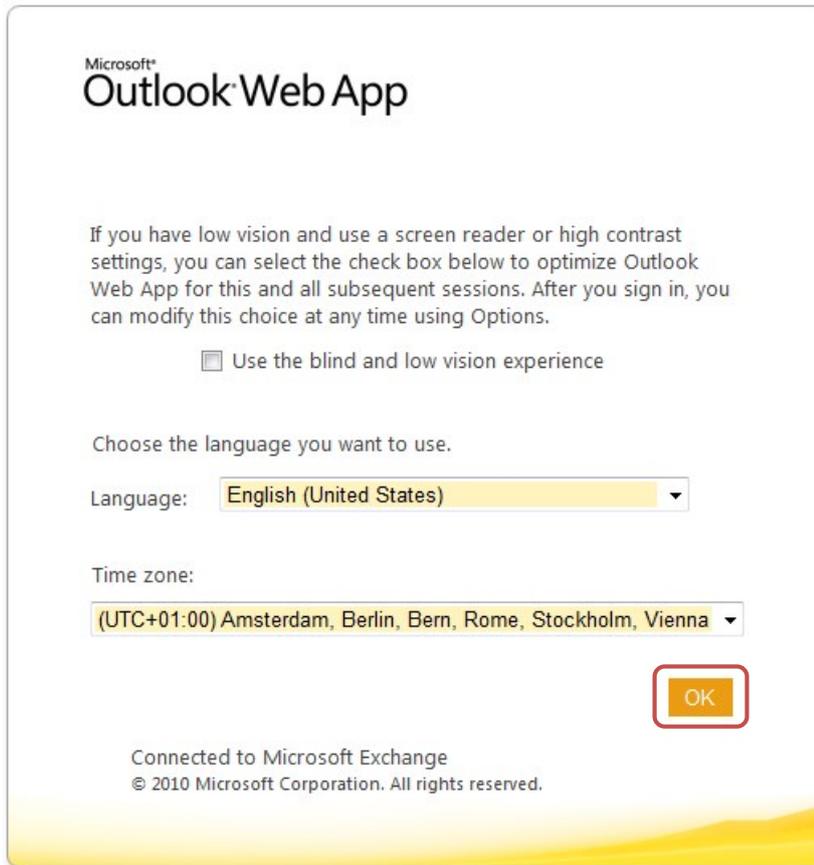
“Private computer” should only be selected if you are working on your own computer or from Beiersdorf. The WebOutlook server will allow a longer period of inactivity before logging you off automatically in this mode.



Click the “Sign in” button.

4. Regional Settings

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



Microsoft®
Outlook Web App

If you have low vision and use a screen reader or high contrast settings, you can select the check box below to optimize Outlook Web App for this and all subsequent sessions. After you sign in, you can modify this choice at any time using Options.

Use the blind and low vision experience

Choose the language you want to use.

Language: English (United States) ▾

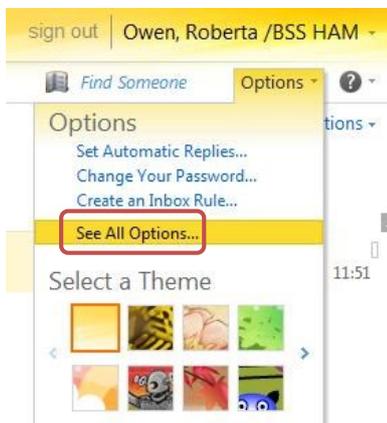
Time zone:
(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna ▾

OK

Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

Later you can change the language, date and time of WebOutlook in the menu “Regional Settings” if needed.

In the top right corner, click “Options” and then “See All Options”.



In the left column of the following window, please click on “Setting”:

Microsoft
Outlook Web App

Mail > Options

Account

Organize E-Mail

Groups

Settings

Phone

Block or Allow



Regional Settings

Choose your language, the date and time formats to use, and your time zone.

Language:

English (United States) ▾

Rename default folders so their names match the specified language

The language you choose will determine the date and time formats below.

Date format: (For example, September 1, 2010 is displayed as follows)

9/1/2010 ▾

Time format:

01:01 - 23:59 ▾

Current time zone:

(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna ▾

Besides changing your current time zone, you can also go to the [Calendar](#) tab to change the start and end times of your work week to match your time zone.

✓ Save

Now you can choose the “Regional” tab and 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, is that the standard folders like inbox or outbox, will be changed also.

5. Finding addresses

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

Click on “New” to create a new email in WebOutlook:

Microsoft
Outlook Web App

Mail > Inbox 7 Items

▲ Favorites

- Inbox
- Unread Mail
- Sent Items

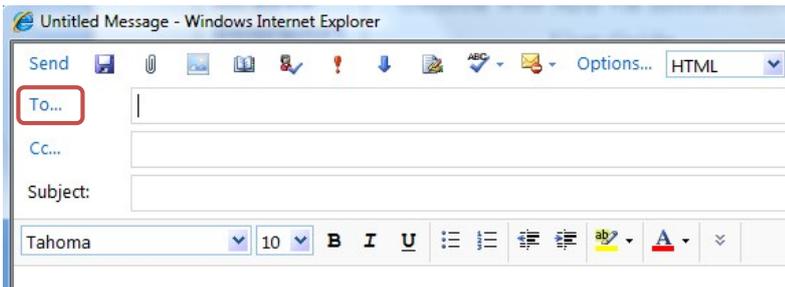
New ▾ Delete ▾ Move ▾ Filter ▾ View ▾

Search Entire Mailbox

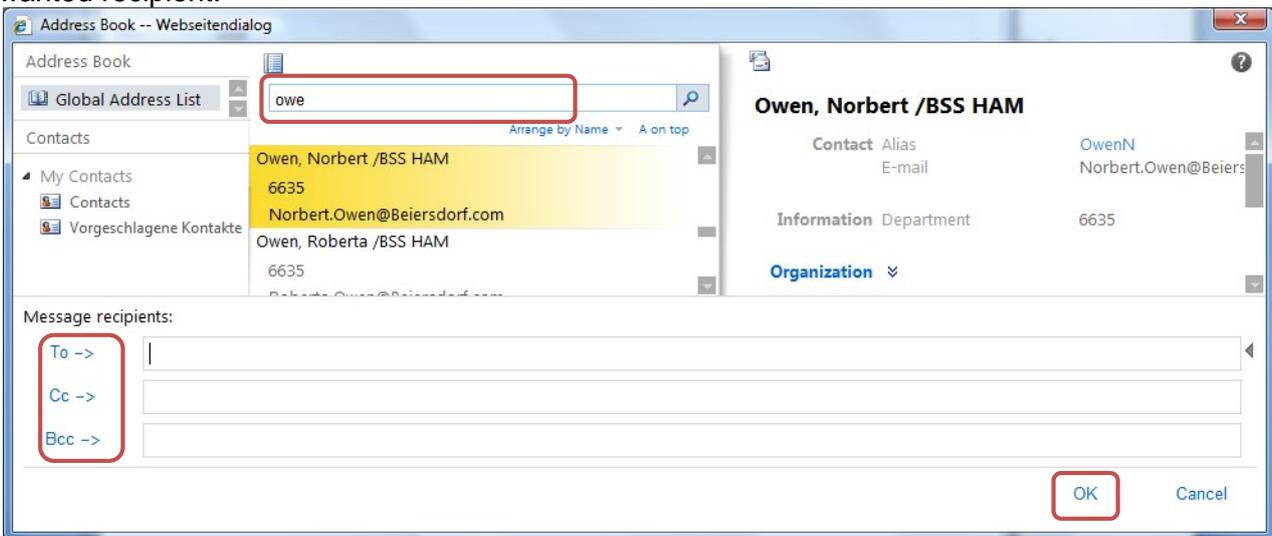
Conversations by

Monday

Click on the “To” button of the appearing “Untitled Message” window:

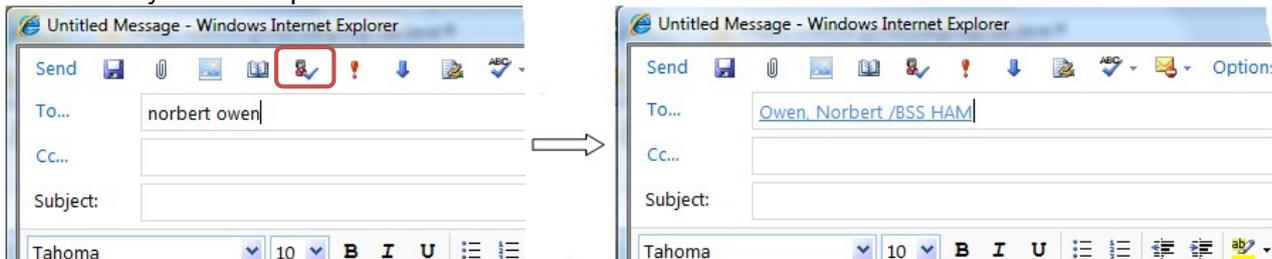


Add the known information of the user into the specific box. Then press “Enter-Key” and select the wanted recipient.



Under “Message recipients” click on the “To”, “Cc” or “Bcc” button and then “OK”.

Another way is to add parts of the name in the “To” box and then click the button “Check names”.

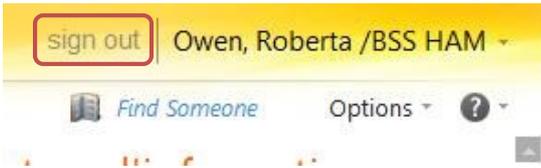


6. How to close your WebOutlook session

By clicking the “sign out” button your WebOutlook session will be closed, even if there are several browser windows open.

Another secure way is to close all browser windows.

In WebOutlook you find the “sign out” top right corner.



After this click the button “Close Window” to close the web-browser (tab).

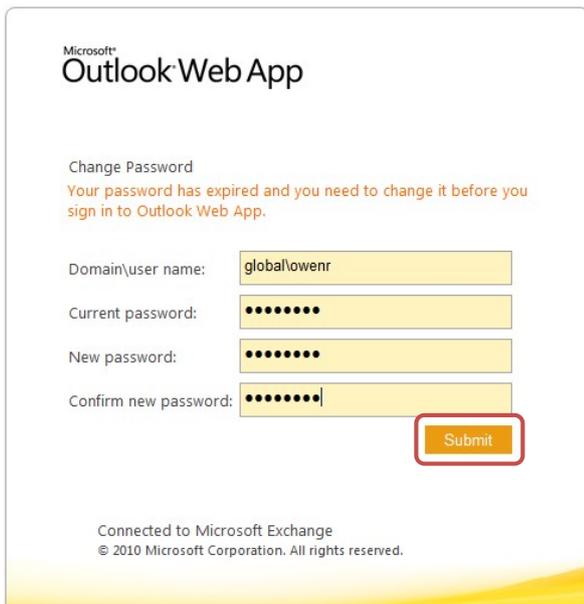


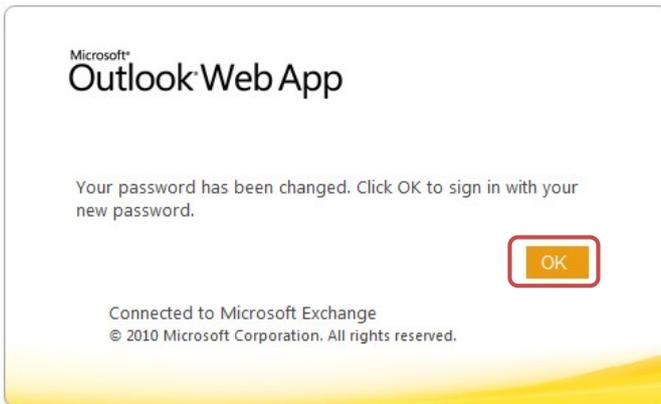
7. Password change

If your password is expired, you can change your password after logon on WebOutlook. You get a window where you can change your password.

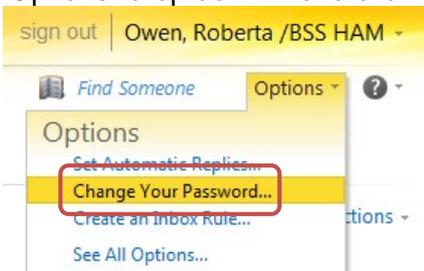
Enter your username, your current, the new password and then confirm the new password.

When you click on "Submit", a window appears with the information that your password has been changed. Click on "OK" to sign in with your new password.

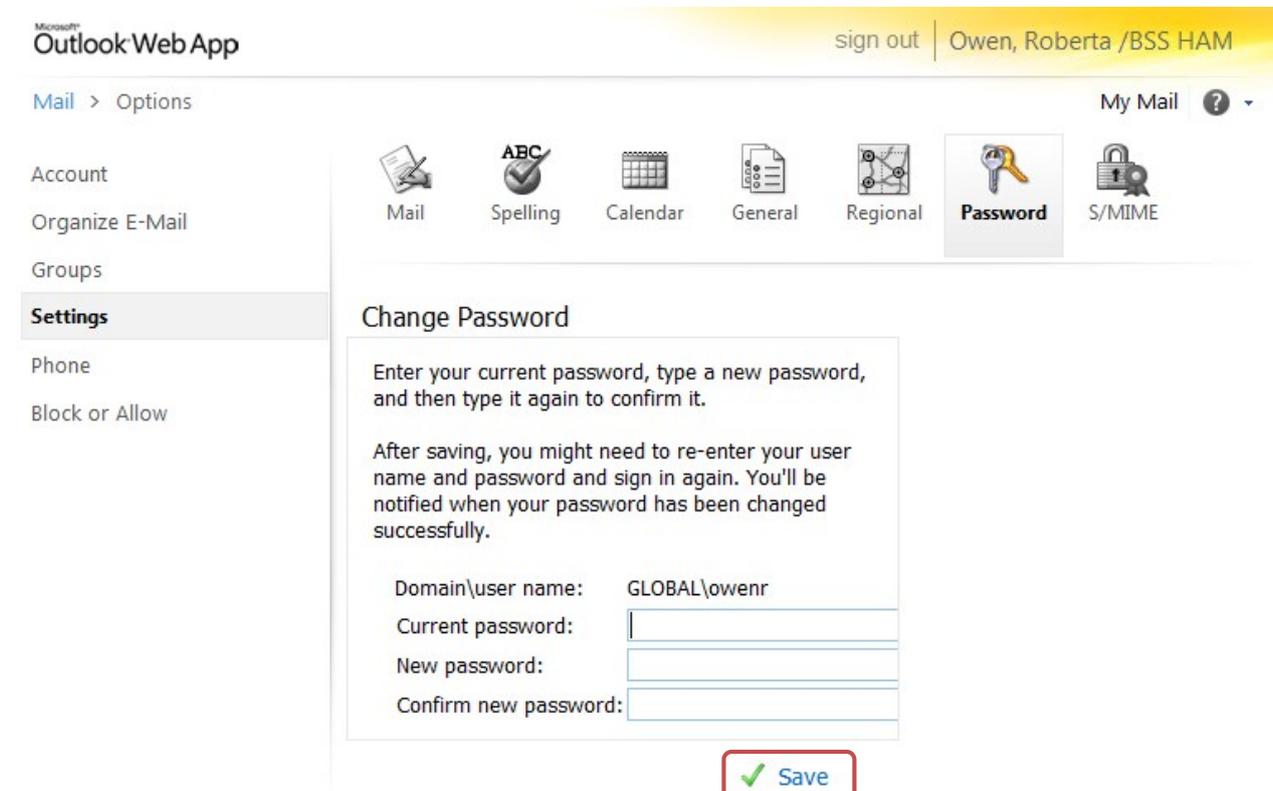




It is also possible to change your password if you are currently logged in to WebOutlook. In the “Options” drop down menu click on “Change Your Password...”



In the next window enter your current password and your new password.

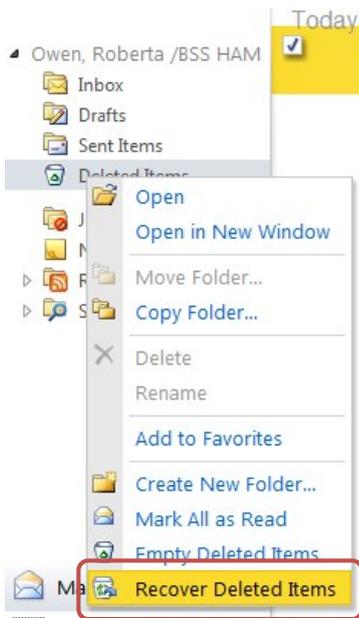


After confirming by clicking the “Save” button, you have to sign in again with your new password.

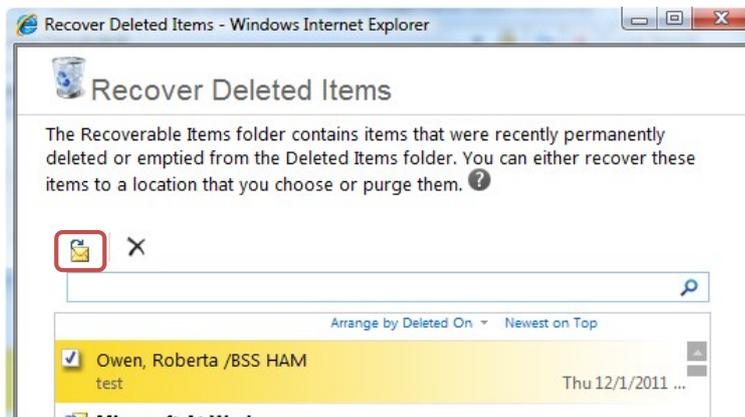
8. Recover Deleted Items

With the “Recover Deleted Items” function, you can recover items that have been recently deleted from any folder of your mail account.

Right click on “Deleted Items” and select “Recover Deleted Items”



In this window you can select the item that you want to recover.



Click on the envelope to recover the selected items.

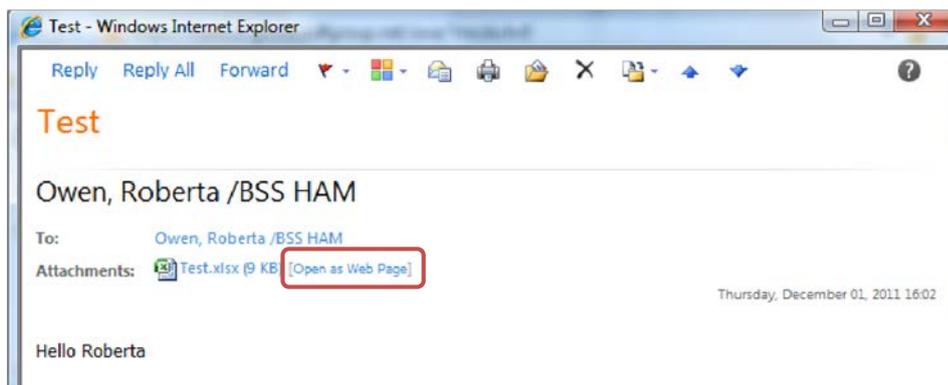
9. Security Issues

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

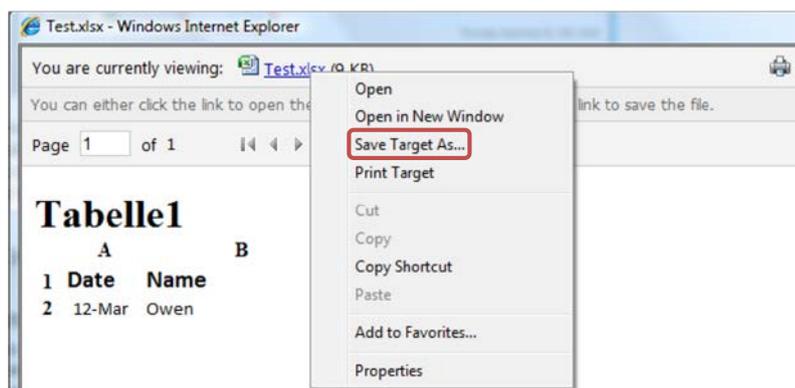
For security reasons attachments are normally opened as a Web Page in WebOutlook. Thus only a HTML view of the content is shown. To open an attachment as a Web Page, click on “[Open as Web Page]”.

Here is an example:

This email contains the attachment “Test.xlsx”.



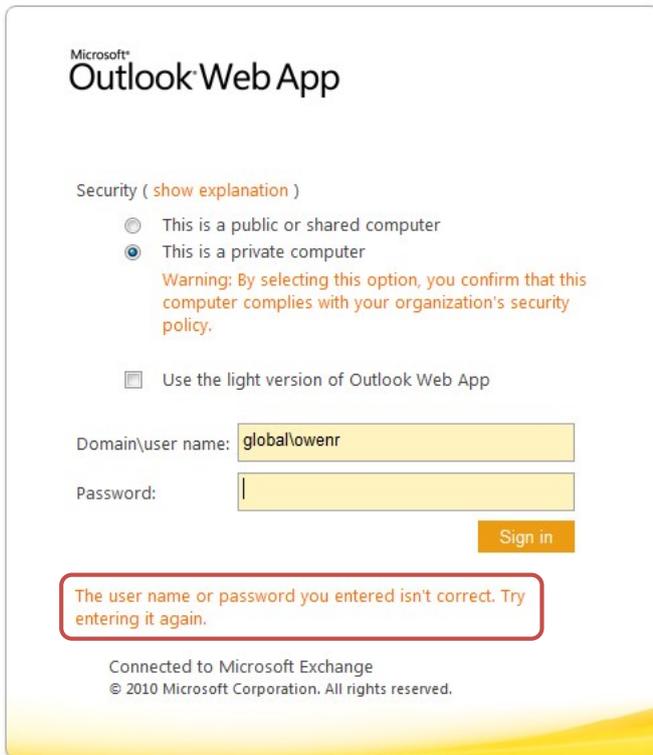
Now you can open the attachment without saving it to a disk. If you need to download the attachment right-click it and choose “Save Target as...”. On a public computer you should do this only if you really need it. Ideal would be to save it on a private USB stick. If not you should do a hard delete of the attachment afterwards (using the shift- and delete keys).



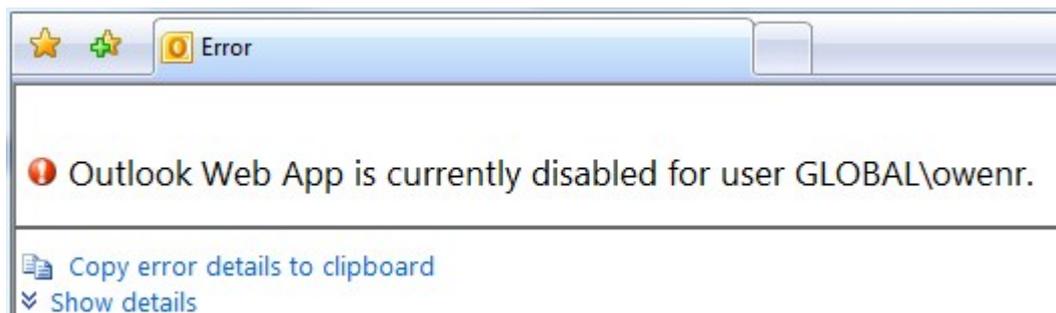
Choose folder to save the attachment (i.e. “C:\Temp”) and click on “Save”.

10. 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 the following message will appear:



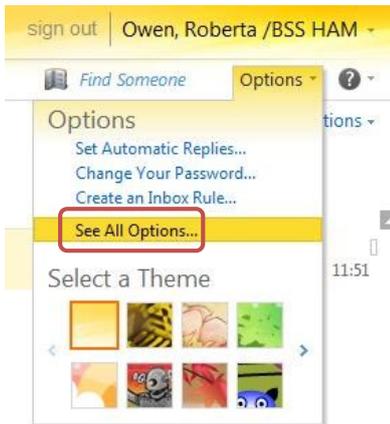
If your mailbox is not enabled for WebOutlook you will get following information.



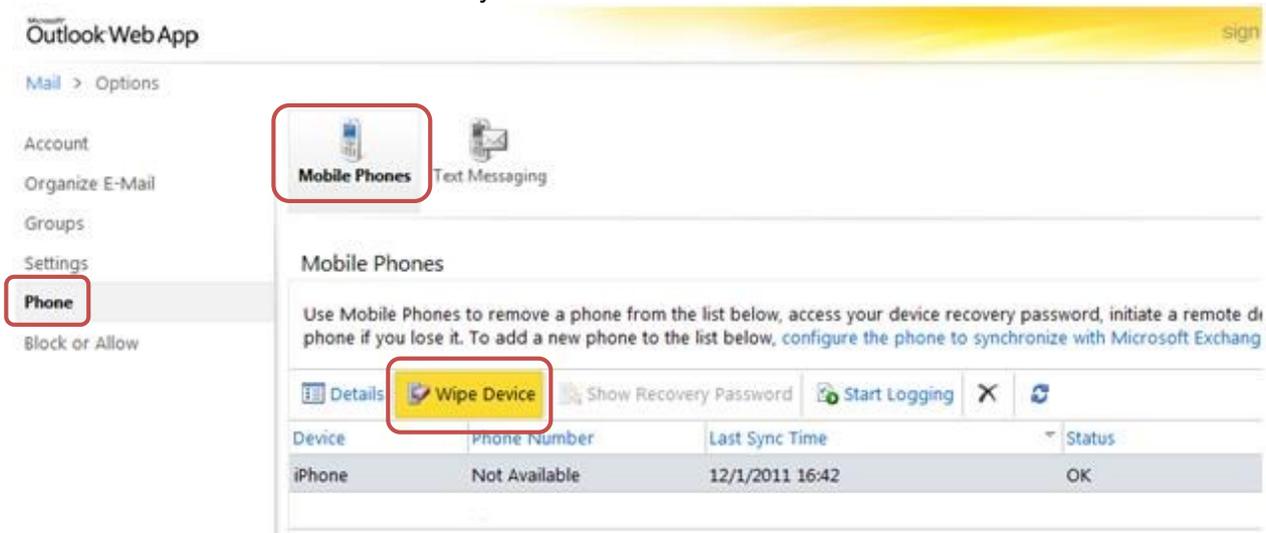
11. Managing Mobile Devices like PDA's or Smartphones

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 wipe a device click on "See All Options".



In the left column click “Phone”. Now you can choose the “Mobile Phones” tab.



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

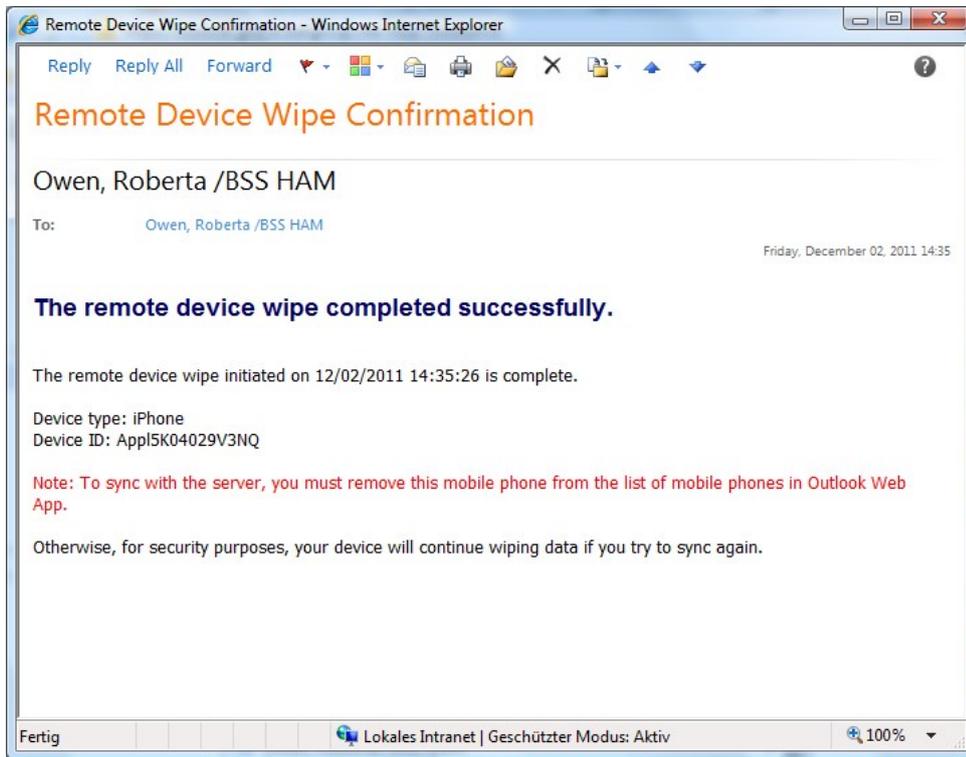
11.1 Wiping all Data from Device

Please click on the device where the data should be deleted from. Then click on “Wipe Device”. Confirm this action with “Yes”.

You can see the status of the wiping procedure in the list.



You will also get a confirmation email that the remote device wipe was successful.



When your data have been completely deleted, remove the device from the list. There are no problems with adding the device to list again.

11. 2 Remove Device from the list

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

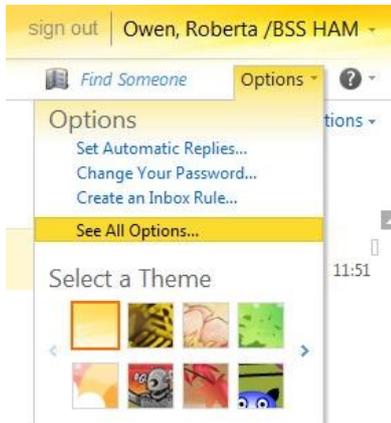
Please select the corresponding device and click the “Delete-Icon”. Confirm the action with “Yes” later.

Details				Cancel Device Wipe	Show Recovery Password	Start Logging	X	Refresh
Device	Phone Number	Last Sync Time	Status					
iPhone	Not Available	12/2/2011 14:34	Remote Device Wipe Successful					

12. Configuration of your Voicemail

This section is only for users who have Lync telephony activated on their accounts

In order to configure your voicemail via WebOutlook, please click “Options” in the upper right corner and select “See all options...” from the drop-down menu.



On the next page, please select “Phone” from the bar on the left.

12.1 Creating and Editing Rules

By using rules, you can differentiate between various callers and offer them specific options. For instance, callers can select to be forwarded to colleagues or mobile number by pressing corresponding keys on the keypad. Each option can be presented with a customizable announcement.

To create a new rule, select “New Rule”. If you want to edit an existing rule, highlight the rule and select “Edit”. If you want to delete a rule, highlight the rule and select “delete”.

Call Answering Rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a system-generated announcement. Rules will be applied in the order shown.



A new window will be opened, where you can edit your new or already existing rule.

In the top field, you can enter the rule's name.

Name

Rule Description

1

Add Conditions

- If the caller is...
- If it is during this period...
- If my schedule shows that my status is...
- If automatic replies are turned on

Provide the caller with this menu:

2

- ✕ Press # to record a voice message

Add Actions the Caller Can Select

- Find me at the following numbers...
- Transfer the caller to...
- Leave a voice message

1 Under “Rule Description”, you can set the conditions that have to be met in order for the rule to come into effect.

2 Under “Provide the caller with this menu”, you can add actions the caller can select from the call menu.

Conditions:

- “If the caller is...”:
 - “Calling from these phone numbers”: Provide a number with an international area code
 - “Among the following contacts”: Select a contact from your active directory.
 - “In my Contacts folder”
- “If it is during this period...”: If a call arrives during a specified time period
 - Working hours
 - Non-working hours
 - Custom
- “If my schedule shows that my status is...”: If a call arrives while my status is set to Busy for example.
- “If automatic replies are turned on”

Actions:

- „Find me at the following numbers...“: The caller has the option to be forwarded to you via several alternative numbers you’ve provided.
The caller receives the message: „For [message], press the [digit] key, search for [your name].”

In the upper field, you can enter a message, which will be read to the caller, i.e. “[For] urgent matters [press 1 to search for [your name].”
Enter alternative numbers where you can be reached (e.g. mobile and home number). These will be called in the order you’ve specified to forward incoming calls to you in case you’re out of office. Please regard the E.164-notation (e.g. +4940... for Hamburg).

- „Transfer the Caller...“: This option enables the caller be forwarded to your colleagues or external numbers by choosing from a menu.
The caller receives the message: “For [message], please press [digit] [to be forwarded to [Name]].”

In the upper field, you can enter your message that will be read to callers, e.g. “[For] urgent matters [press the 1 key to transfer to...]”. Now you can either enter a contact from your Outlook contact list, whose name will also be read to the caller, or you can enter a phone number that the caller will be forwarded to. Please regard the E.164-notation.

- “Leave a voice message”: This option is already activated by default. The caller will be asked to leave a message on your voice mailbox.

12.2 Greetings

"Greetings" lets you choose, how a caller will be greeted once they are forwarded to your voice mail. You can set a standard greeting and an out-of-office notification. In case you did not record a personal message for either of these options, the caller will hear an Outlook standard message.

Greetings

You can choose which greeting callers will hear when they reach your voice mail.

- Default voice mail greeting
- Greeting that lets callers know I'll be away for an extended period of time

[Call me to play or record the selected greeting...](#)

To record a personal message, please click "Call me to play or record the selected greeting...". Enter your email address in case it's not already displayed and click "Call". Follow the instructions of your voice mailbox.

12.3 Reset PIN

In case you forgot your voicemail-PIN, you can request a new PIN in the "Reset PIN" paragraph. Your new PIN will be send to you via email.

12.4 Notifications

In the "Notifications" paragraph, you can activate or deactivate the email notifications about missed calls.