BSS – Beiersdorf Shared Services

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WebOutlook 2016 via Internet/Intranet
User Guide

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Content

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, tablet or smartphone.

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 in the chapter about Security Issues below.
- There are known cases where public computers (e.g. in Internet Cafés) were prepared with programs recording 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:

- Internet connection or access to the Beiersdorf Intranet.
- Internet browser such as Internet Explorer 11, Microsoft Edge or the latest versions of Mozilla Firefox, Google Chrome and Apple Safari.
- For not supported browsers, use the option "Outlook Web App Light".

3   How to get access to your mailbox via WebOutlook

There are several ways to access to WebOutlook. Depending on the way you try to access there are slight differences concerning the welcome page.
For a connection via **Internet** or **Intranet** enter the following address in your browser window:

https://mail.beiersdorfgroup.com

If you are connected to the **Intranet**, there are two alternative ways to access WebOutlook:

You can access WebOutlook via BlueNet or BSS live. Navigate to „Job Assistants/WebOutlook".

Please read the security information carefully.

Click "Start WebOutlook" to continue. After clicking „Ok", the logon screen appears.
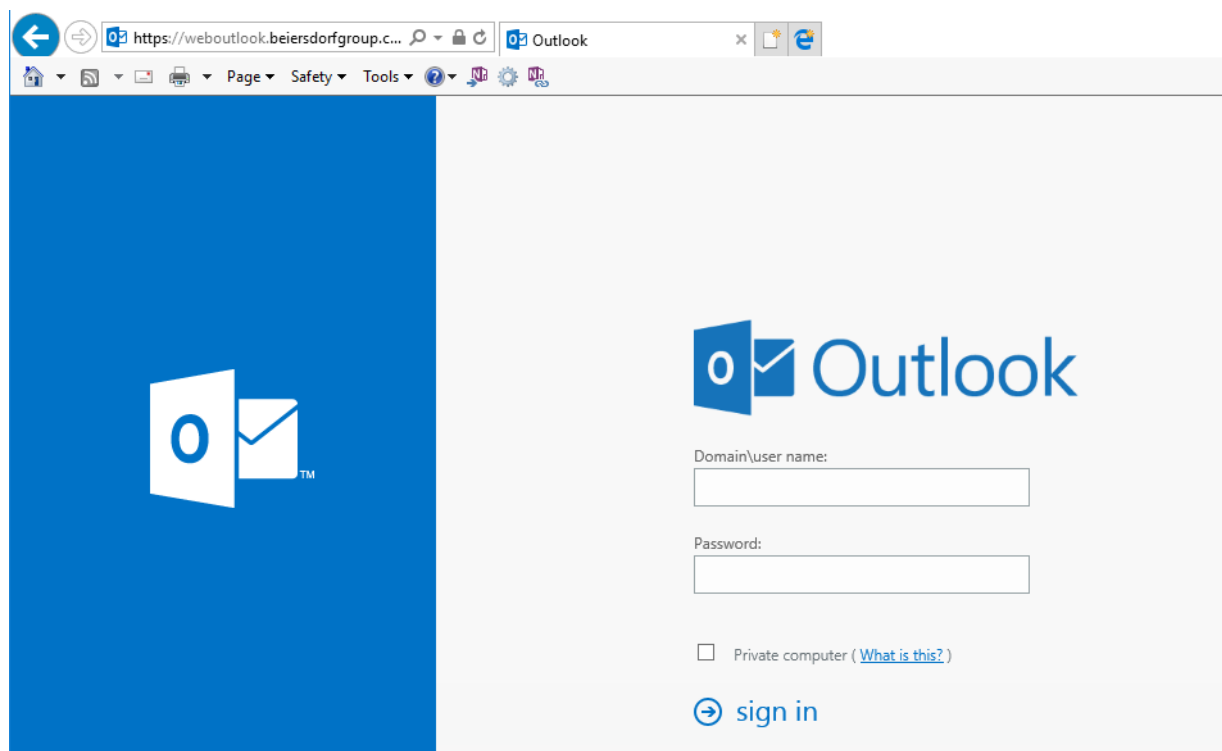
To log on to your mailbox you have to enter the domain name, your user-ID and password.

An example for the user "OwenR":

Domain: *Global*   (standard)
User-ID: *OwenR*   (your Windows user account)

Important: the domain and user-ID have to be separated with a backslash [\ ] or a simple slash [/].

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You can also access to WebOutlook using your email address, instead of the domain and your user-ID:

> Roberta.Owen@Beiersdorf.com

In the box "Password:" enter your current password.

Security:
Before signing in, select whether you are using a private or a public computer:

Select "Private computer" only if you are working on a private computer. With this option the Outlook Web Access server permits you a longer period of inactivity before logging off automatically.

If you are not using a private computer, do not check in the "Private Computer" checkbox. With this setting WebOutlook will close your session after 15 minutes idle time.

"Use the light version" allows you to the usage of WebOutlook even if the internet connection is slow or your device has uncommon browser settings. Use also the Light-Version if your browser version is outdated or not supported. Check the list of supported browsers in section Prerequisite for WebOutlook.
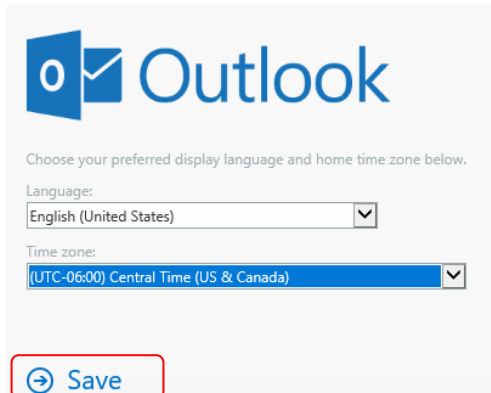
Please note: if you are using the Light-Version, you are not able to recover deleted items elements.

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.
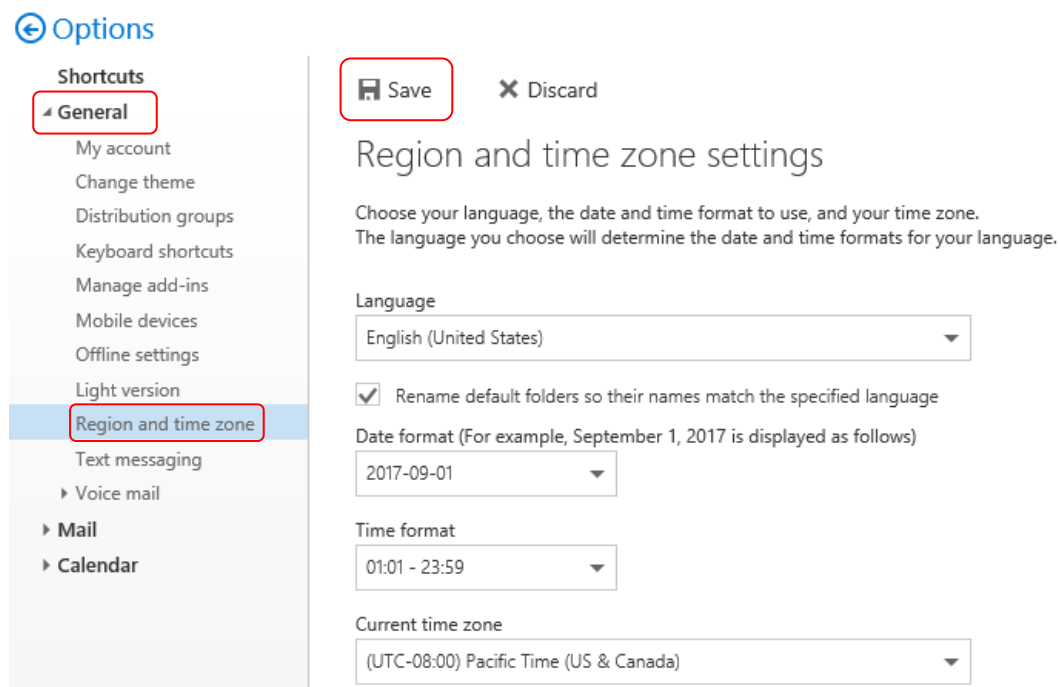
4.1 How to change the time zone

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

In the top right corner, click "Settings" and then "Options".
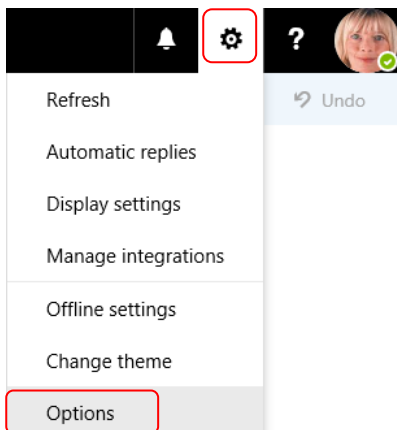
In the left column of the following window, click on "General" then "Region and time zone":


Now you can change the date, time and language. To save all settings click on "Save".

Choose the option "Rename default folders so their names match the specified language" for changing the language of the default folders like "Inbox" or "Sent Items" to the selected language.
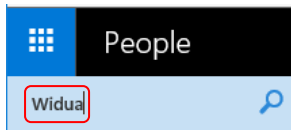
5   Search People

WebOutlook provides a different version of the address book you are used to. Your search request is executed in the online address book as well as in your primary contacts. To find an addressee proceed as follows:
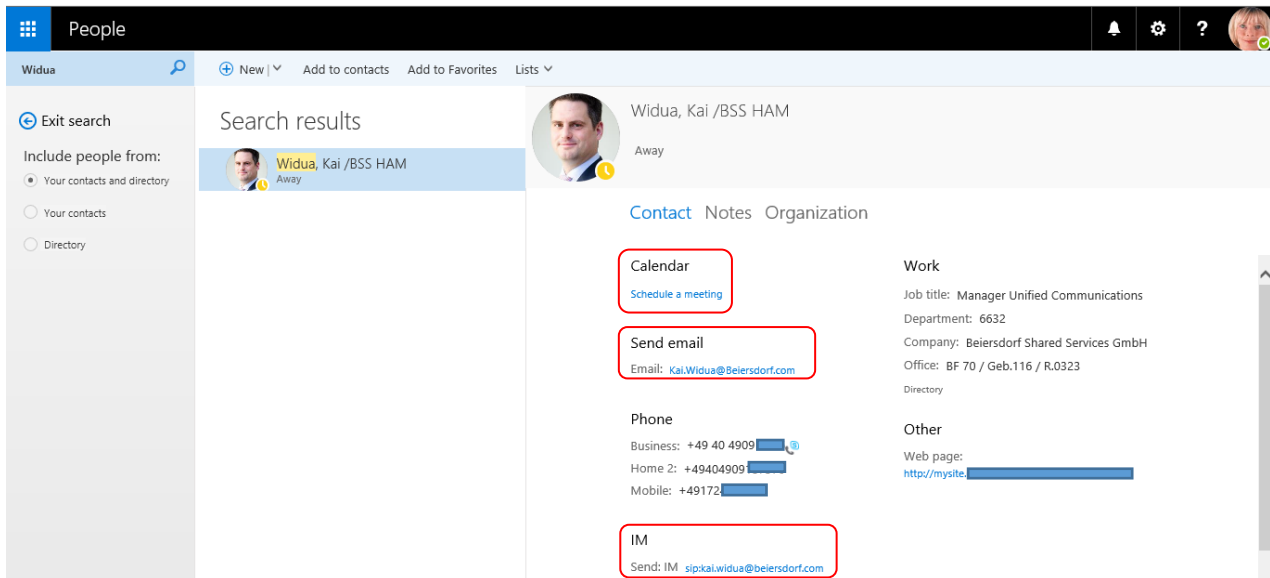
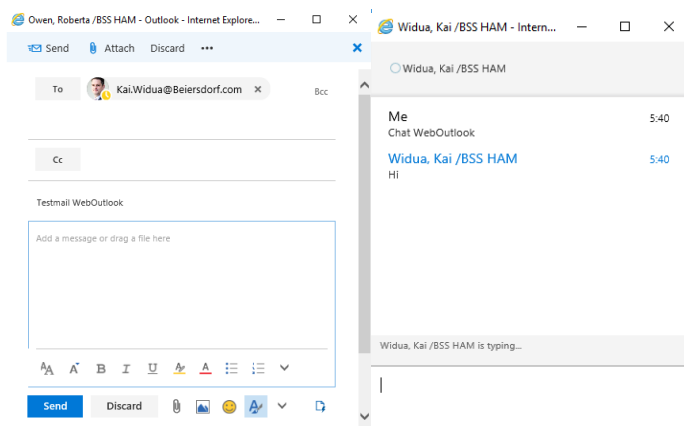Click on the menu icon, then on "People":
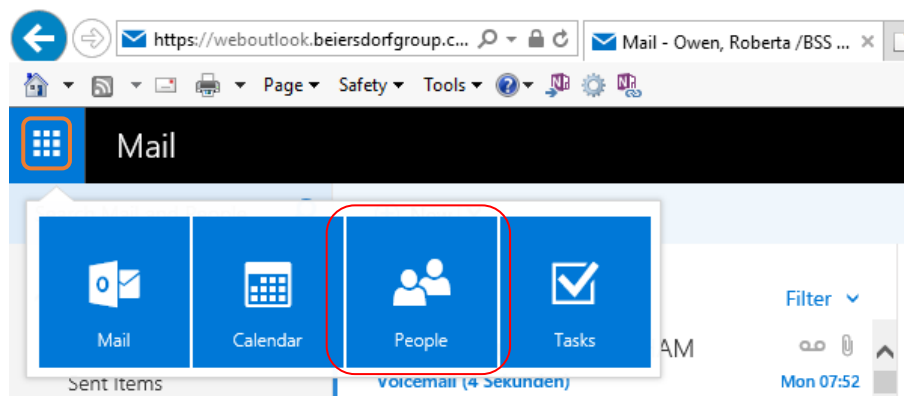
Enter the name of the addressee, e.g. "Widua":

You can write an email or directly open a browser chat by clicking on the email or sip-address:


Example email and chat:

You can also set up a new meeting:

Note: if you cannot find a room using "Add room", try to find the room in the field "People".

Note: it is also possible to find an addressee while creating a new email or setting up a new meeting using the calendar via the menu icon.
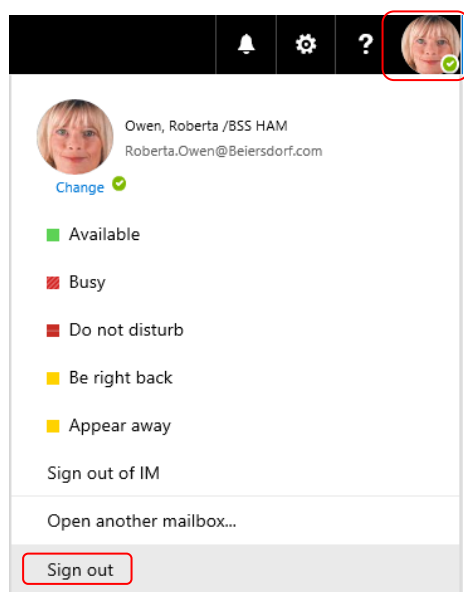
6   Open another Mailbox

If you have permissions to other mailboxes, you can open them using WebOutlook. To open a new mailbox, click on your photo and select "Open another mailbox".
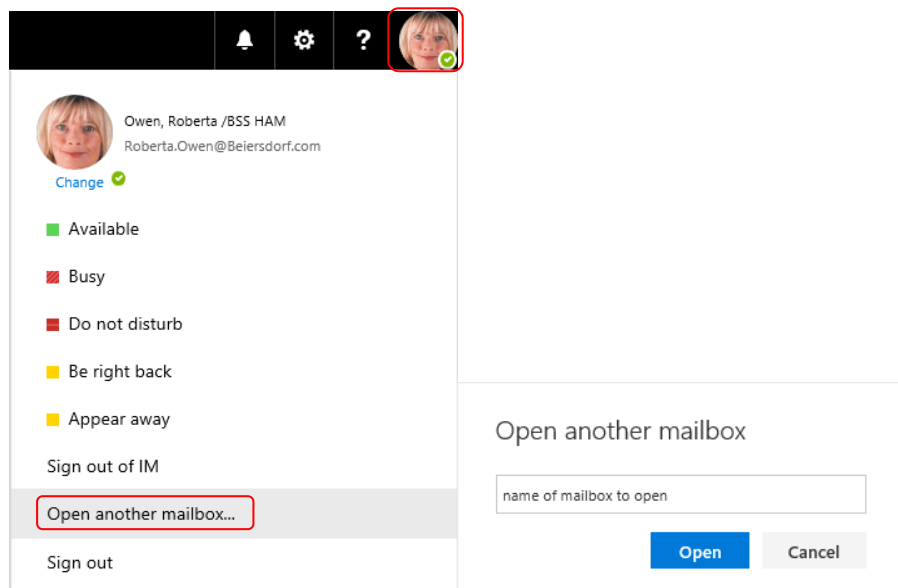
If you have sufficient permission, the other mailbox will in an additional browser tab.

7   How to close your WebOutlook session

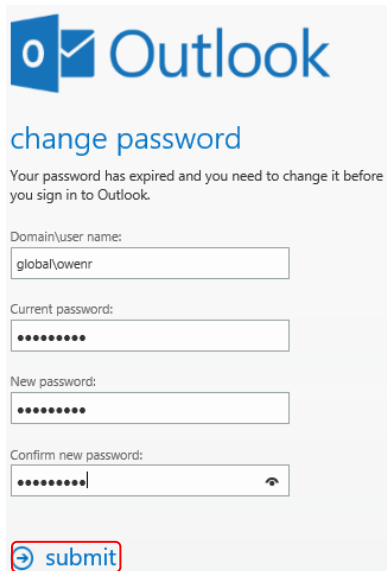You can find the "Sign out" button at the top right of the screen.

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 <u>all</u> browser windows.
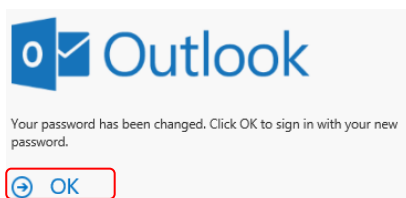
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8   Password change

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 password and insert a new password. Then confirm the new password.

By clicking on the "submit" button, 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 when you are currently logged in to WebOutlook. Navigate to "My Account" through "Options" and "General Settings". Click on "Change password".

Enter your current password and your new password in the next window. Click "Save" to confirm.

After a password change you have to sign in again with your new password.
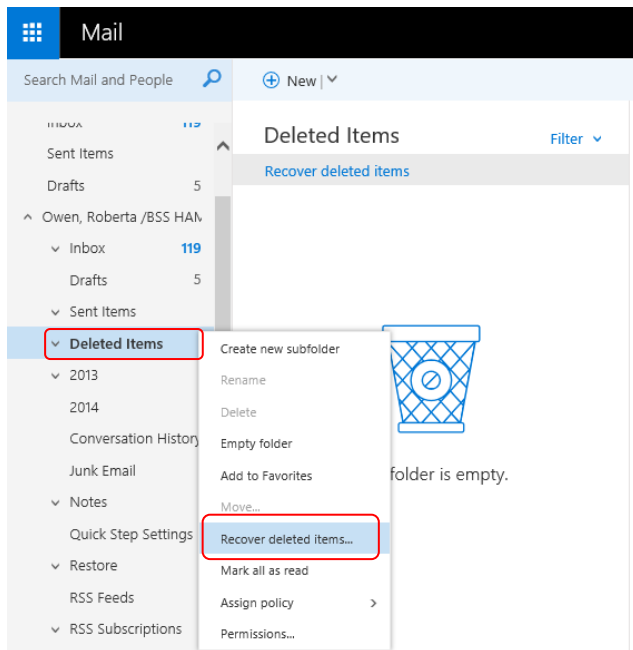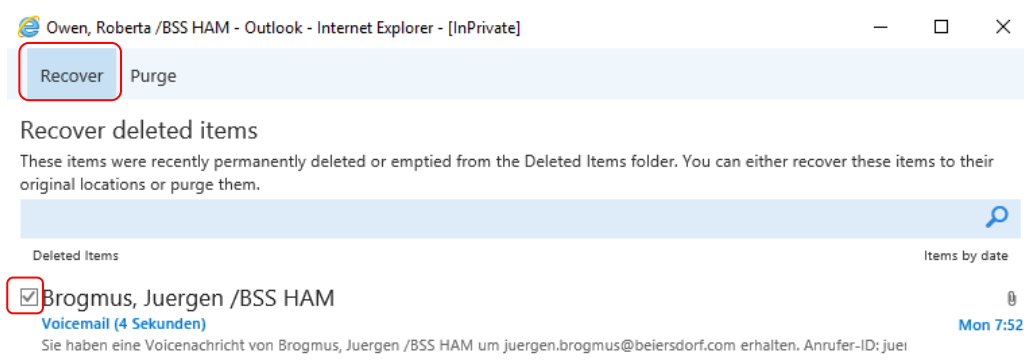
9 Recover Deleted Items

With the "Recover deleted items" function, you can recover items that have been recently deleted from any folder of your mailbox. You can recover items which have been deleted within the last 35 days.

Right click on "Deleted items" and select "Recover deleted items"

Select the items you want to recover and click on the "Recover" button.

10 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. Click on the attachment to open it as a Web page.

Here is an example:
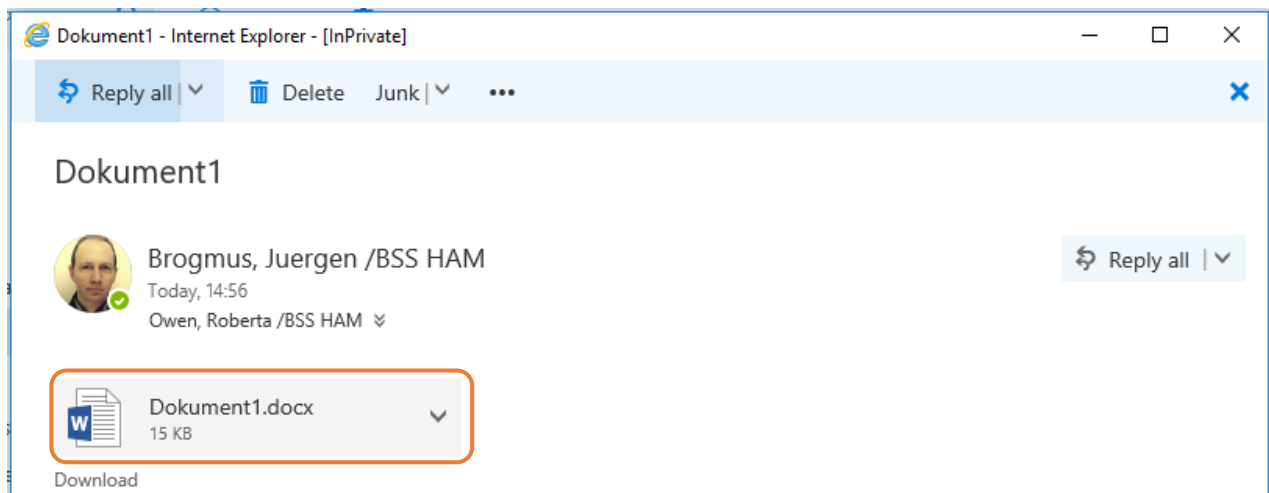
The attachment opens as Website:
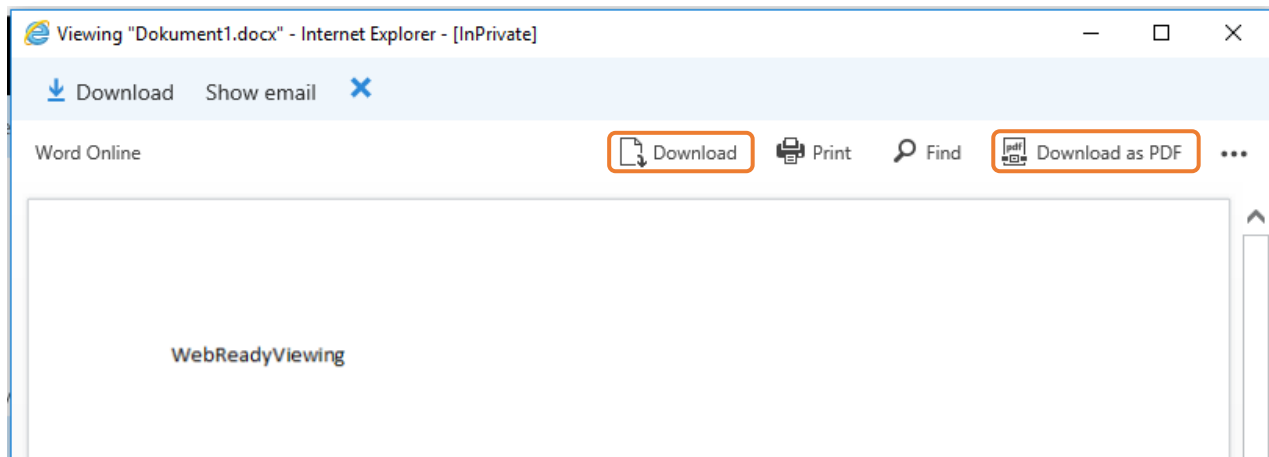
The attachment can be read without saving it on the local computer. If you would like to save the file on the local computer, click on "Download. If a "PDF" is sufficient, click on "Download as PDF".

Choose a folder to save the attachment (i.e. "C:\Temp") and click on "Save". 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). Otherwise the file could be recovered from the "Recycle Bin".

11 Possible Problems

In order to use WebOutlook your mailbox has to be enabled for this service.

If your mailbox is not enabled for WebOutlook you will get following information:
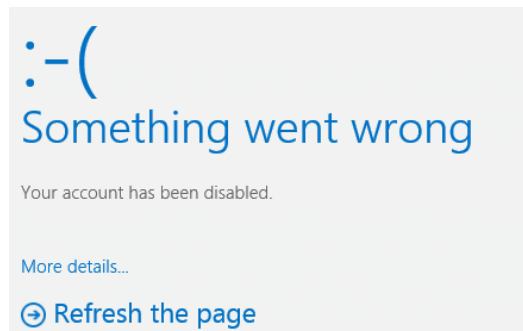
Please contact your local email administrator to enable WebOutlook.

If you typed a wrong username or password the following message will appear:
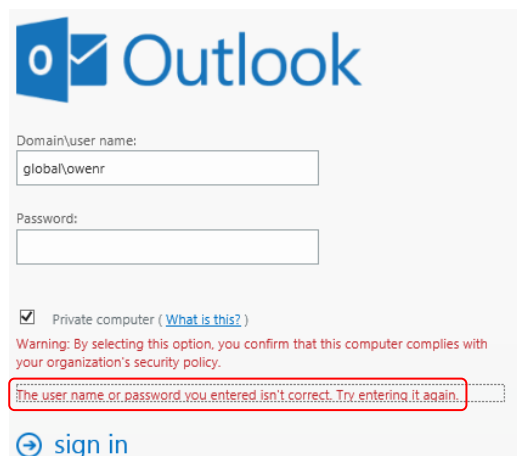
Please contact your local Service Desk for not listed errors.

12 Managing Mobile Devices like Tablets or Smartphones

WebOutlook provides a feature to manage your mobile devices. In case your device got lost or stolen, you can wipe of all the data from the device. Prerequisite for using this functionality is that your device is connected to the Exchange Server (Mail Server) via ActiveSync. Supported devices are: iPhones, iPads and devices running on an Android or Windows operating system.

In order to wipe a device click on the options icon, then on "General settings" and "Mobile devices".

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The following page lists all your devices synchronized with your mailbox.

12.1 Wiping all Data from Device

Important: If the device has an active connection to the internet, all data on your device will be deleted by executing the following procedure.

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

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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 successfully.

Remote Device Wipe Confirmation

Owen, Roberta /BSS HAM
Today, 08:55
Owen, Roberta /BSS HAM ⋲

↩ Reply all | ⌄

The remote device wipe completed successfully.

The remote device wipe initiated on 08/30/2017 17:55:20 is complete.

Device type: SAMSUNGSMG920F
Device ID: SEC156924E4CB7FE

Note: To sync with the server, you must remove this partnership from the list of mobile devices in Outlook Web App.

Otherwise, for security purposes, your mobile device will continue wiping data if you try to sync again.

12.2 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 re-established.

Please select the corresponding device and click the "Delete-Icon". Confirm the action with "Yes".

13 Configuration of your Voicemail

This section is only relevant for users who have Skype for Business telephony (VoIP/Enterprise Voice) activated accounts.

In order to configure your voicemail settings via WebOutlook, click on the settings in the upper right corner and select "Options".
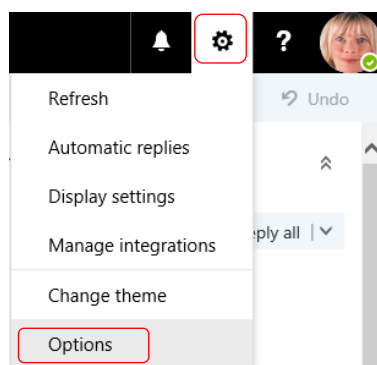
On the next page, please select "General settings" and then "Voicemail".

13.1 Creating and Editing Call Answering 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 configured with a customizable announcement.

To create a new Call Answering rule, click on [+]. 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".

Important: To activate the rule, the corresponding checkbox needs to be enabled.

Example to create a new rule:

Conditions:

OK   Cancel

New call answering rule

Name

If the caller reaches my voice mail and *

Select one...

> Select one...
> My automatic replies are turned on...
> My schedule shows that I am...
> The caller calls me at...
> It's during this time period...
> The caller is...
> [Apply to all calls]

"If the caller is…": "Calling from these phone numbers": Provide a number with an international area code, e.g. +49172123456.

OK   Cancel

Select callers

The caller is:

☑ Calling from a phone number   **Select phone numbers**

☐ Is in my contact list

☐ Among these people   **Select contacts**

OK   Cancel

Select phone numbers

Enter a phone number...   +

+49172123456

Options:

„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]]."

Provide the caller with these options *

Transfer call...   **Select one...**

> Select one...
> Leave a voice message...
> Find me...
> ✓ Transfer call...

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. (+49..), e.g. for Hamburg +4940123156 or for an internal BDF Hamburg number +494049091234.

Transfer call

For: urgent matters

Choose the key callers will press to transfer the call: 1 ▾

Select where to transfer the call.
⦿ Phone number
+494049091234 ✕

◯ Contact

[   ] Select
☐ Transfer directly to the contact's voice mail

OK   Cancel

Overview of your new established rules:

Call answering rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a standard greeting or a greeting you record. You can let the callers leave a voice message, transfer the call, or try to find you. Rules will be applied in the order shown. If you don't want a rule to run, you can turn it off or delete it.

+ ✎ 🗑 ↑ ↓

On	Name
☑	The caller is +49172123456

Rule: The caller is +49172123456

After the call arrives and...
the caller is '+49172123456'

Do the following...
Provide the caller with these options...
- For urgent matters, press 1 to be transferred to (+494049091234)

This rule is: On

13.2 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 you'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 a telephone number (+49..) you are currently available at and click "Call". Follow the instructions of your voice mailbox.

13.3 Reset PIN

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

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13.4 Notifications

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

Notifications

You can receive notifications when people call you and don't leave a voice message.

☑ Send an email message to my Inbox when I miss a phone call

You can receive text message notifications to alert you when you miss a phone call or receive a voice message.

◉ I don't want to receive text messages about missed calls and voice messages

○ I only want to receive text message notifications when I have voice messages

○ I want to receive text message notifications about missed calls and voice messages

Text messaging notifications aren't currently set up for this account.

Set up text messaging

Important: Text messaging notifications are not supported by BSS.