

### Worklife 365

# Worklife 365 SOHO support guide

Version 1.0



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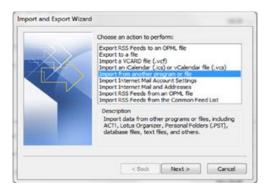


# Setup

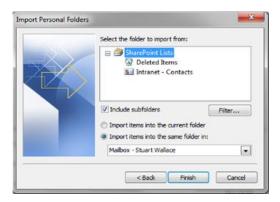
#### 1 How to import a PST files

#### How to import a PST files into Outlook 2007

- 1. Log into Outlook 2007 with the correct user profile.
- 2. Click on File > Import and Export.
- 3. Select Import from another program or file and click Next.



- 4. Select **Personal Folder File (.pst)** from the list and click **Next**.
- 5. Click Browse and navigate to the location of the pst file you wish to import, then click Next.
- 6. To import the entire pst file, select the Archive Folders folder from the list and ensure that Include subfolders is ticked. If you want to replicate the folder structure of the pst file in the mailbox you are importing into, select Import items into the same folder in: and ensure that the current mailbox is shown in the field. Click on Finish to import the items.



#### **Importing PST to Outlook 2010**

- 1. Log into Outlook 2010 with the correct user profile.
- 2. Click on File > Open > Import.



Open Print		Open Outlook Data File Open an Outlook data file (.prt).		
	<u> </u>	officer and control of more than the African		
Help	4	Import Import files, settings, and RSS Feeds into Outlook.		
🖸 Exit	~	Other User's Folder		

- 3. Select Import from another program or file and click Next.
- 4. Select Outlook Data File (.PST) from the list and click Next.
- 5. Click Browse and navigate to the location of the .PST file you wish to import. Click Next.
- 6. To import the entire PST file, select Outlook Data File folder from the list and ensure that Include subfolders is ticked. If you want to replicate the folder structure of the PST file in the mailbox you are importing into, select Import items into the same folder in: and ensure that the current mailbox is shown in the field.



7. Click on Finish to import the items.

### 2 Installing and configuring Outlook for Mac 2011 with WorkLife365

#### Installing Outlook for Mac 2011

This guide presumes you have downloaded the latest version of Outlook for Mac 2011.

Outlook\_for\_Mac\_2011\_English.ISO can be downloaded from the Software section of the Documentation Downloads page in the control panel

- 1. Run Outlook\_for\_Mac\_2011\_English.ISO. The installer will then mount.
- 2. Double-click the Office Installer icon. Click Continue.
- 3. The Software License Agreement will be displayed. Click Continue.
- 4. You will be asked to agree to the Software License. Click Agree.

To continue installing the so of the software license agre	oftware you must agree to the terms ement.
Click Agree to continue or clic and quit the Installer.	ck Disagree to cancel the installation
Read License	Disagree Agree

- 5. The installation type will be displayed (i.e. standard). Click Install.
- 6. You will be prompted for your name and password. Enter the **username** and **password** for your local computer account and press **OK**.

Note: you may have to close certain applications for the installation to complete.



7. Once the installation process has completed, click **close**.

#### Configuring Outlook for Mac & WorkLife365 Email

Once you have successfully installed Outlook for Mac 2011 you can configure your WorkLife365 Email account.

- 1. Launch Outlook for Mac 2011 clicking on the V icon in the App Dock.
- 2. From with Outlook navigate to the tool bar and select: **Tools > Accounts**.
- 3. When prompted in the Accounts pane select Exchange Account.
- 4. You will then require your WorkLife365 Email user information on hand to setup your account.

**Note:** Your user name can be found by logging into the WorkLife365 control panel and clicking on Exchange. Now click on Mailboxes and then the name of the user. The Windows domain/username will be displayed here.

The following format should be used when entering your Exchange account information.

#### E-mail address: <u>example@example.com</u> Method: User name and password

User name: SSP\username

Password:

- 5. Once all the account details have been entered, tick the **Configure automatically**.
- 6. Click Add Account. Outlook for Mac 2011 will then attempt to connect to the specified mailbox.
- 7. You will then be prompted to verify that you wish to access the information directly from the server. Tick **Always use my response for this server** and then click **Allow**.
- If Outlook for Mac 2011 is unable to connect using the settings provided you will be prompted for further information. This is because you do not have an Auto discover record setup in DNS for your email domain. In the Server field enter: oa.email.star.co.uk.
- 9. Click on Add Account.
- 10. When the connection is successful, the icon next to the account name in the left hand column will turn green to indicate the connection to the WorkLife365 Email Exchange Platform has been made. You can then close the Accounts pane and return to the main Outlook window.

Hostedservicesdemo
 stuwalitestilihostedservicesde

If this icon remains orange, then the connection cannot be made or the details entered were not correct. Check your network connection and make sure that the details entered are correct.

#### 3 IM client installation guide

#### Function

By installing Microsoft Office Communicator and Microsoft Office LiveMeeting you will be installing the underlying applications that will deliver:

- Instant Messaging
- Screen Sharing
- Presence
- File Transfer



- Audio and Video Calls
- Web Conferencing

#### Configuration

This configuration guide presumes you have downloaded the latest version of Microsoft Office Communicator 2007 R2 Vnn.exe" installer from the Star downloads area (or similar). The installer contains all the required software to install Microsoft Office Communicator 2007 R2 client and Microsoft LiveMeeting.

Before beginning the deployment of Microsoft Office Communicator you should ensure or be aware of the following to ensure a smooth installation process.

- You are running 32-bit or 64-bit version of Outlook 2007 or Outlook 2010.
- You are fully up to date by using <u>Microsoft updates</u>.
- You have your default user profiles for WorkLife365 Email (Hosted Exchange/Star Business Email) associated with Office Communicator (see separate guide for help with this).
- You will be asked a few questions when running the installer, make sure you answer these correctly to successfully install Microsoft Office communicator 2007 R2 client and Microsoft LiveMeeting.

To start the installation process make sure Outlook is closed and up to date. Download **Microsoft Office Communicator 2007 R2 Vnn.exe** from the Software section of the Documentation Downloads page. The script file can be found in Microsoft Office Communicator 2007\OCS Client\Automated Client Install folder.

- 1. Run Install Office Communicator.wsf .
- 2. Acknowledge the silent install message by clicking **OK**.
  - You will then be prompted with a number of questions:
  - "Do you want to install Microsoft Communicator Client?"
  - "Do you want to install Microsoft LiveMeeting?"
  - "Do you want to install Microsoft LiveMeeting for Outlook?"

Click Yes to install. If you select No, the installation will be cancelled.

- You will then be prompted with "Is your version of Outlook 32bit?" Select Yes if your version of Outlook is 32-bit. If you are unsure if you have 32-bit or 64-bit select Yes.
- 4. Insert the WorkLife365 IM account user name (e.g.name@domain.com)
- 5. A window confirming what will be installed will appear. Click **OK** to continue. Clicking **Cancel** will cancel the whole installation process. Installation of the requested applications will start.

**NOTE:** This is a silent install. You will only be advised of the status of installation when the installation process has completed.

- 6. Acknowledge installation of the requested applications have installed correctly and click OK.
- 7. The Microsoft Office Communicator client will now open preconfigured with the username automatically populated. Enter your password, tick **Save my password** if required and click **Sign in**.

**NOTE:** When you first sign into Office Communicator you may find a few errors reported. As long as you have set Outlook up correctly, Office Communicator will connect to your mailbox and use the free/busy information. This may take a few minutes to complete.

 Your user list will appear (if this is the first time you have used Office Communicator you will need to add users – please see the WorkLife365 IM Quick Start Guide).Microsoft Office Communicator will now start communicating with Outlook and your WorkLife365 Email hosted mailbox.



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🔯 = Office Implement 1	Communicator	- Available	∎ ×
Type a note			<b>C</b> .
Type a name or phone numb	er		·=-
<ul> <li>Recent Contacts</li> <li>Contacts from recent contacts</li> </ul>	oversations.		
All Contacts			
implement22a	In a meeting		6
🥏 Jason Rose	Available		666
😑 Ben Crouch	Away		6
Implement 3a	Offline		6
London DC One	Offine	*	6
London DC Three	Offine	*	6
London DC Two	Offline	*	666
SMC Test One	Offline		6
SMC Test Three	Offine		
SMC Test Two	Offline		6

- 9. Open Outlook. A confirmation window will appear stating LiveMeeting for Outlook has been installed. Click **OK**, exit and reopen Outlook.
- You have now completed the installation and setup of Microsoft Office Communicator 2007 R2 client, integration with your WorkLife365 Email (Star Business Email/Hosted Exchange) mailbox and Microsoft LiveMeeting.

If any part of the installation has failed you can rerun the install script or manually run each MSI (installer). The installers are located in the directory "Files" which is located in the same directory as **Install Office Communicator.wsf** script. The following list details the installers:

Communicator.msi - Office Communicator 2007 R2 client LMAddinPack\_x64.msi - LiveMeeting for Outlook (64-bit only) LMAddinPack\_x86.msi - LiveMeeting for Outlook (32-bit or 64-bit) LMConsole.msi - Microsoft LiveMeeting Conferencing

# 4 Adding new and existing users to WorkLife365 IM

#### **Function**

Adding a new user to the WorkLife365 IM and WorkLife365 Conference services will give users access to:

- Screen/desktop sharing
- Audio & Video conference (3 or more party) calls
- Web conferencing via Live Meeting

#### Configuration – new user

To enable a new user follow the below configuration guide.

1. Login to https://worklife365.claranetsoho.co.uk and click Office Communications in the top navigation bar.

This will display a list of all current users who have the Office Communicator 2007 service.



	Add New Use	r 🗙 Delete						
3 tota	al   Show Sea	arch					On pa	age: 25 50 100
	ID 🔨	Display name	Login	Sign-in address	User profile	Phone Number	Extension	Status
	1196408	Test User	test.user@mydomain.com	Testocs@mydomain.com	WorkLife IM			🙆 Ready

- To add the WorkLife365 IM and WorkLife365 Conference services to both new and existing accounts, click Add New Mailbox, then select either new or existing user. If you're adding services to an existing user, skip to step 4.
- 3. To add a new user, fill in the details show below.

Main	
Display name	
Login	@ mydomain.com
Password	
Confirm password	

4. Enter the SIP sign in name for that user. This will default to their email address, and it is recommended that you don't change this to prevent confusion. Select the appropriate profile for the user from the drop down. Click **Next**.

General		
Sign-in address	SIP:	@ mydomain.com
User profile	WorkLife IM Basic	
<< Back Next >>	Cancel	

5. You will automatically navigate to the summary page. On the summary page, check the details are correct then click **Finish**.

#### Configuration – existing WorkLife365 IM basic user

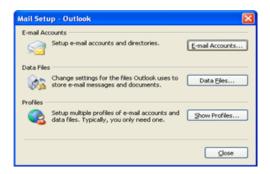
If a user already benefits from WorkLife365 IM basic.

- 6. Navigate to **Office Communications** in the top navigation bar. This will display a list of all current users who have the Office Communicator 2007 service.
- 7. Click the user you wish to upgrade.
- 8. Click Edit and change the user profile to WorkLife365 IM. Then click Submit.
- 9. The user should have access to the new features within an hour.



## 5 How to configure Outlook 2007 manually using RPC over HTTP

1. From Start > Control Panel, select Mail and click Show Profiles.



2. Click Prompt for a profile to be used and click Add.

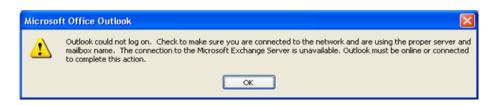


- 3. Name your email profile and click OK.
- 4. Outlook Email accounts screen will appear. Tick the Manually configure server settings box. Click Next.
- 5. Select Microsoft Exchange. Click Next.
- 6. Enter exvs01.ssp.local in the Microsoft Exchange Server field. Tick Use Cached Exchange Mode. Enter your email address in the User Name field. Click More Settings.

Vou can enter the required	gs d information to connect to Microsoft Exchange.	
Type the name of your Microsof administrator.	t Exchange server. For information, see your system	
Microsoft Exchange server:	exvs01.ssp.local	
	Use Cached Exchange Mode	
Type the name of the mailbox se is usually your user name.	et up for you by your administrator. The mailbox name	
is assume your ason manion		



7. After a few seconds you may get an error dialog, this is normal. Click OK.



8. If the following dialog appears click OK.

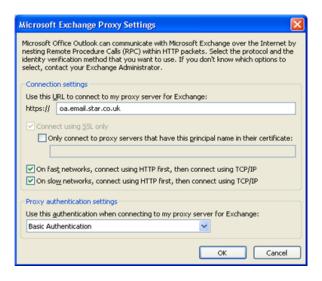
Microsoft Exchange Server
General
Microsoft Exchange server:
mvs01.ssp.local Malbox:
user1@hexsalesdemo.star.co.uk CheckName
Once the names have been checked and are underlined, click OK.
OK Cancel Apply

9. On the following window select the Connection tab. Tick Connect to my Exchange mailbox using HTTP. Click Exchange Proxy Settings button.



10. On Exchange Proxy Settings window enter oa.email.star.co.uk next to https://. Select On fast networks and On slow networks. Under Proxy authentication settings change drop down menu from NTLM Authentication to Basic Authentication. Click OK. On the next window click OK.





- 11. On E-mail Accounts window click **Check Name**. You will be asked to enter your user name and password. Enter your email address as the **User Name**. Click **OK**.
- 12. You should see the following (Microsoft Exchange Server and User Name will be underlined). Click Next.

Add New E-mail Account		
Microsoft Exchange Setting You can enter the required	js information to connect to Microsoft Exchange.	×.
Type the name of your Microsoft administrator. Microsoft Exchange server:	Exchange server. For information, see your system  EXVS01_SSP_local  Use Cached Exchange Mode	]
Type the name of the mailbox se is usually your user name. ∐ser Name:	t up for you by your administrator. The mailbox name	Check Name
		More Settings
	< <u>Back</u>	Next > Cancel

13. Your account has now been set up. Click Finish.

## 6 How to bulk upload users to the WorkLife365 control panel

#### **Mailboxes**

- 1. Login to the WorkLife365 control panel,
- 2. (https://worklife365.claranetsoho.co.uk) with your admin credentials.
- 3. Click on the **Mailboxes** link in the **Exchange** section.
- 4. Click Import Mailboxes.



Mail	lboxes	Contacts	Distribution	n Lists	Storage Usage Rep	ort	More Services	
÷,	💠 Add New Mailbox 💠 Import Mailboxes 🗙 Delete							
1 total   Show Search								
	ID 🔺	Displa	iy name	Login			E-mail address	
	239503	0 Test	Jser	test@s	ohoworklife.co.uk		test@sohowork	life.co.uk

5. You will see the below screen. Here you can download a sample CSV from this section of the control panel. There is also a link to the format document which explains each field in the CSV file in more detail. Fill out the required fields for each of your users and then save the file in the .csv format.

Import Mailboxes		🖺 Edit Help box 😮 Help				
Create multiple mailboxes at once by information provided in the comma-separated-values format (CSV file). The process of importing mailboxes is as simple as following: Prepare CSV file with mailbox data (see below format description and sample CSV file); Specify CSV file path below and click Next to validate its contents; Review validation results and perform necessary corrections; Select importing options and click Finish to import mailbox data; Review importing summary. Newly created mailboxes will be fully functional and can be used by users after they get Ready status.						
Import Source						
CSV file	Choose file No file chosen					
Separator	Comma 🔻					
Encoding	Auto-detect 🔻					
Help						
Format description	View =>					
Sample CSV file	Download					
Next >> Cancel						

6. Once you have saved the .csv file to your local machine, click the Browse button in the WorkLife365 control panel to navigate to the file. Click Next. A validation screen will appear. If errors occur, they can be corrected in the control panel. Click Finish to complete the import. Depending on the number of items you are importing, it may take several minutes for the creation process to complete.

#### **Distribution Lists**

Distribution lists can also be imported in bulk.

- Login to the WorkLife365 control panel, <u>https://worklife365.claranetsoho.co.uk</u> with your admin credentials.
- 2. Click on the Exchange tab then Distribution Lists tab
- 3. Click the Import Distribution Lists button
- 4. Follow the instructions to download the sample CSV file, fill this in and save it in the .csv format
- 5. You are able to specify the members of each distribution list in the csv file, so it is advisable to create your mailboxes first before the distribution lists.
- 6. Click Browse to locate your saved file, and then click Next. A validation screen will appear. If errors occur, they can be corrected in the control panel. Click Finish to complete the import. Depending on the number of items you are importing, it may take several minutes for the creation process to complete.



#### Contacts

External email contacts can also be imported in bulk.

- Login to the WorkLife365 control panel, <u>https://worklife365.claranetsoho.co.uk</u> with your admin credentials.
- 2. Click on Exchange tab then Contacts tab
- 3. Click the Import Contacts button
- 4. Follow the instructions to download the sample CSV file, fill this in and save it in the .csv format
- 5. Click Browse to locate your saved file, and then click Next. A validation screen will appear. If errors occur, they can be corrected in the control panel. Click Finish to complete the import. Depending on the number of items you are importing, it may take several minutes for the creation process to complete.

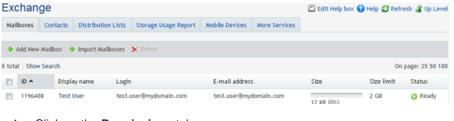
#### Important information

Note that you cannot use the CSV import function to update the details of existing users or other Exchange objects (distribution lists or contacts) in the control panel. Therefore, if you have a large number of objects to import, it is best to include as much information as you can in the original CSV files. If information needs to be added or updated after the objects have been created in the control panel, then this will have to be done manually for each object.

# 7 How to grant permission to a mailbox & view it in OWA & Outlook 2007

#### **Granting Delegate Access**

- 1. Log in to the control panel (https://worklife365.claranetsoho.co.uk) with admin credentials.
- 2. Click on **Exchange** then **Mailboxes**.
- 3. Find the mailbox that you wish to grant access to in the list, and click on the name of the mailbox.



#### 4. Click on the **Permissions** tab.



Grant permissions × Revoke permissions

- 5. Click on the **Grant permissions** button.
- 6. Select the appropriate user or users from the list by ticking the box next to their name. All users selected will be granted Full Access to the mailbox. Once you've made the selections, click on the **Submit** button in the bottom right hand corner of the screen.
- 7. You will then be shown a list of the users you selected.

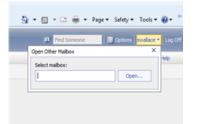


8. To remove permissions for a user from a mailbox, select the tick box next to the user name on the above screen, then click on the **Revoke Permissions** button on the right hand side.

• (	Grant permissions	× Revoke permissions				
2 tota	l   Show Search					
	ID		Display name 🔺			
V	1249455		Test OCS			

#### How to open additional mailboxes in OWA

- 1. To access Outlook Web Access go to https://oa.email.star.co.uk/owa
- 2. Select the appropriate choice from **This is a public** or shared computer or **This is a private computer** then enter your email address and password for your Exchange email account and click **Log on**.
- 3. Once logged in, click on your username in the top right hand corner of the window, which will open a small window where you can enter the name of additional mailboxes:



- 4. Enter the name of the mailbox, which in this case is demo. This will then open the mailbox in an additional browser window. From here you can view all the mails in the mailbox.
- 5. If you see the below message, then you have not been granted the correct permissions in the control panel to allow you to view this mailbox. Check your permissions and then try again.

C Error		👌 -	3	• 🖃		Page •	Safety 🕶	Tools 🕶 🛛
A You do not have permission to open this support for your organization.	maibox. For	access o	r for	more	inform	ation, c	ontact te	chnical

#### How to open additional mailboxes in Outlook 2007

- 1. Open your Outlook 2007 client.
- Right-click on the top folder item, which should be in the form of Mailbox username and select Properties for Mailbox – username.

Mail	
Favorite Folders	
Dinbox Dinread Mail Sent Items	
Mall Folders	
All Mail Items	
🖃 🧐 Mailbox - swallace	
Deleted It 📷	Open
Drafts	Open in New Window
Junk E-ma aje	Eename "Mailbox - swallace"
Cal Outbox	New Folder
Sent Items	Add to Favorite Folders
🗉 💭 Search Fo	Process All Marked Headers
	Process Marked Headers
	Open Other Folder
3	Close "Mailbox - swallace"
	Change Sharing Permissions
3	Properties for "Mailbox - swallace"

- 3. On the window that appears, click the Advanced button in the bottom right corner.
- 4. Another window will open. Click on the Advanced tab.



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	Advanced	Security	Connection	Remote Mail
Mailbo				
Open	these addition	nal maibo	xes:	
				Add
			1	Remove
-				
Cache	d Exchange	Mode Setti	ngs	
Us	e Cached Ex	change Mo	de	
	Download sh	ared folder	rs (excludes m	ail folders)
	Download Pu	blic Folder	Favorites	
Mailbo	x Mode			
	k is running	in Unicode	mode against	Microsoft
Outloo	k is running		mode against fine Folder File	

- Click on the Add button and in the box that appears, type the email address of the mailbox you wish to add. Click on OK.
- 6. You will then see the mailbox in the list. If necessary you can add another mailbox. When finished, click on **OK** and then **OK** again to return to your main Outlook screen.
- 7. You will then see the mailbox at the bottom of your list of mail folders.
- 8. This will add the additional mailboxes to your profile, so they will always appear when you open Outlook. To remove additional mailboxes, follow the above procedure, however at step 4, click on the name of the mailbox you wish to remove in the list and click the **Remove** button.

General	Advanced	Security	Connection	Remote Mail	
Mailbo	ALL PROPERTY AND A				
10000	these addition	nal mailbo	xes:		
Maibo	ix - demo			Add	
			1	Remove	

#### 8 How to create and import public folders

#### How to create and import public folders

- 1. Log into the control panel https://worklife365.claranetsoho.co.uk with admin credentials.
- Click on the Exchange tab, then click More Services > Public Folders. This will show a list of all your public folders created in or imported into the WorkLife365 control panel



3. To create a public folder, click the Add New Public Folder button.





4. Select the appropriate parent folder. If you haven't setup any public folders previously, the only choice will be . Select an appropriate name for the folder, the maximum size, and the default role that all users will be given to it. It is recommended that you leave the default permission as **Reviewer** - specific permissions can be amended later. The **All Exchange Users** group is automatically given the default rights to this initial folder. You can also choose whether or not the folder will be mail-enabled, i.e. whether you can email content directly to it.

Note: Mail-enabling a folder does not use up one of your mailbox allocations; however the size limit will be deducted from your overall Exchange disk space limit.

#### Add New Public Folder

Public Folder Name	Public folder			
Items Type	Mail Items			
Size Limit	200 × M			
Default Role	Available mail storage size: 251,876 MB; A			
articlement, routing	Select a role that all malibox users in you Exchange users' system distribution list, s the public folder details.			
Mail-Enabled				

When you are happy, click **Finish** to apply the settings.

- 5. The public folder creation task will run. Click on **Refresh** to check the status.
- 6. Once you have created at least one public folder, you are able to click on its name in the list, which will take you to a screen where you can amend its settings (see below), such as adding permissions, adding email aliases, changing size limits and adding it to a distribution list. Some of these settings are only visible when the public folder is mail-enabled.

Note: If you want to grant Send As rights to a mail enabled public folder for a specific user, the public folder must have the Show in address book option ticked.

Note: Permissions can ONLY be controlled through the control panel. Permissions to a WorkLife365 public folder cannot be granted or changed from Outlook or OWA.

cannot	be grant	ted or	r changed f	
Parallels Pane Test	l > Exchange > Pu	iblic Folder:	5 >	
General	Permissions	Limits		
General				
Public Fold	er Name	Te	est	
Items Type		Mail Items		
Default Rol	e	Co	ontributor	
Mail-Enable	d			
Mail-Enable	ed.	C	) No	

Edit Delete



7. You will then be able to view the public folder in Outlook by clicking the **Folders** option in the bottom left of the Outlook screen.

Outlook 2007:

Tasks	
	Solution 1
0 Items	

Outlook 2010:

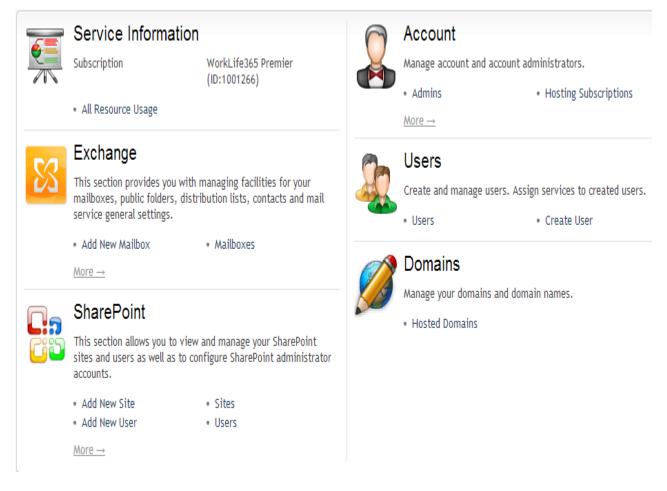
🏹 Tasks	
	- 🔰 🖬 -
Items: 4	

8. The public folder structure will then be visible at the bottom of your list of email folders. The root folder will have a name with the format, P00100xxxx

#### How to create a new service user in the WorkLife365 control panel

1. Log in to the WorkLife365 control panel(<u>https://worklife365.claranetsoho.co.uk/single.html</u>) with your WorkLife365 admin credentials. Once logged in, you will see the home page as shown below.





- 2. Click on the **Users** tab.
- 3. Click Add New Service User
- 4. Enter the user details. Tick the boxes in the **Services** section to add these to the user account, e.g. to create a mailbox tick the Exchange box. If you have Sharepoint, OCS or Dynamics CRM in your subscription, you can tick the relevant boxes to grant the new user access to these as required. Click **Next**.
- 5. Depending on which services you ticked you will be taken through the setup screens for each in turn. There is more detailed documentation available for each WorkLife365 service. The most common setup screens are shown below. Click Next on each to progress



Exchange mailbox creatio	n.
General	
Alias	bsinger
Display name	Bobby Singer
E-mail Address	bsinger
Add New OCS Us	er
Please enter Office Communicati	ors user details.
General	
Sign-in address	SIP: [bsinger × ] @ pulpf
User profile	WorkLife IM
Sack Next >>	Cancel
est Back Next >>	Cancel
	e User (SharePoint)
Add New Servic	e User (SharePoint)
Add New Servic	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user wil
Add New Service specify SharePoint user role a ite only through the Site Sett one role for all SharePoint site	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user wil es or set individual roles for each site.
Add New Service specify SharePoint user role a ite only through the Site Sett one role for all SharePoint site	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user wit es or set individual roles for each site.
Add New Service specify SharePoint user role a ite only through the Site Sett one role for all SharePoint site	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user will es or set individual roles for each site. O None Do not grant any role to this user
Add New Service specify SharePoint user role a ite only through the Site Sett one role for all SharePoint site	e User (SharePoint) Ind notification e-mail. Once you have assigned tings page of each SharePoint site. This user will es or set individual roles for each site. O None Do not grant any role to this user O Reader
Add New Service specify SharePoint user role a ite only through the Site Sett one role for all SharePoint site	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user wil es or set individual roles for each site. O None Do not grant any role to this user Reader Contributor
Add New Service specify SharePoint user role a ite only through the Site Sett one role for all SharePoint site	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user will es or set individual roles for each site. None Do not grant any role to this user Reader Contributor Web Designer
Add New Servic pecify SharePoint user role a ite only through the Site Sett one role for all SharePoint sit Role	e User (SharePoint) and notification e-mail. Once you have assigned tings page of each SharePoint site. This user will es or set individual roles for each site. None Do not grant any role to this user Reader Contributor Web Designer Administrator

- 6. A summary screen will appear. Confirm all details are correct and then click Finish.
- 7. The status of the account creation will follow. Review the details and continue.
- 8. Account creation has now completed.

# 9 How to connect an Apple iPhone to a WorkLife365 account

**Note:** Please note that if you are running v4.0 of the iPhone operating system on your iPhone, you should upgrade to a later version - v4.0.1 or v4.0.2. This is because of a known issue with v4.0 of the software which causes synchronisation issues with Exchange. See the below link for more information: http://support.apple.com/kb/TS3398



#### **Features**

ActiveSync is included with the latest versions (v2.0 and later) of the iPhone software. This means you can now do even more with your Hosted Exchange mailbox using your iPhone.

Features include: Push email Push contacts Push calendar Global Address List (GAL) support Device configuration Remote wipe

Microsoft Exchange features that are NOT supported on the iPhone include:

Folder management

- Task synchronization
- Creating meeting invitations
- Flagging messages for follow-up
- Setting an "out of office" auto reply message
- Opening links in email to documents stored on

SharePoint servers

For those who have an original iPhone, an update is available for download that will add ActiveSync to your phone by upgrading the software and firmware to version 2.0.

**Note:** It is assumed that your iPhone is running software version 2.0 prior to your going forward with these steps. If your iPhone is not running version 2.0 of the software, you will need to update the device via iTunes prior to proceeding.

#### **Steps**

The first step is to ensure that ActiveSync access is switched on for the specific user who wishes to use their iPhone to access their email. To do this, log in to the control panel with administrator privileges and click on **Exchange > Mailboxes**.

Click on the name of the user that you want to setup, and on the General tab in the Mailbox Access section, ensure that Active Sync is ticked.

The rest of the steps are taken on the iPhone itself.

Click the Mail icon on the home screen to start email configuration.





Click Microsoft Exchange. The mail settings screen will appear.



Fill in the details as below:
Email: The user's email address
Domain: Leave this blank
Username: The user's email address
Password: The user's email account password
Description: Hosted Exchange

If the Autodiscover service is not configured then the iPhone will prompt for the server address which is oa.email.star.co.uk.



You will then be prompted for which mailbox features you want to synchronise with the iPhone. Note that if you do choose to sync Contacts and Calendars, all existing contact and calendar information on the iPhone will be overwritten.



ancel	Exchange	Done
Mail	_ (	DN
Contacts	_	DN
Calendars		DN

Tap **Done** and the iPhone will finalize the configuration and return you to the **Mail, Contacts, Calendars** menu while your iPhone communicates with the server.

Note that by default, only 3 days' worth of email is synchronized. To synchronize more, go into Settings, then Mail, Contacts, Calendars, select your Exchange account, and tap on Mail days to sync.

# Troubleshooting

## 10 How to view another user's mailbox or mail folder in Entourage 2008

Once a user has been given Full Mailbox Access to the mailbox in question, they will need to make the following changes in Entourage:

- 1. Click on **Tools > Accounts**, and then click the **Exchange** tab on the right.
- 2. Select your Exchange account then select Edit or double-click its name.
- 3. Click the **Delegate** tab, then click the **Advanced** button at the bottom of the page in the **Users I am a delegate for** section.



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- 4. This will show the below screen. Fill in the information as indicated below:
- 5. **Name:** Enter the display name of the delegate mailbox.
- E-Mail Address: Enter the user's e-mail address

Server Address: Enter the same server address you use to connect to your account in Entourage. It can be found on the 'Account Settings' tab under 'Exchange server address'. You will need to substitute your email address with the email address of the user you are a delegate for. The format should be oa.email.star.co.uk/exchange/DelegateEmailAddress. You will need to tick the box labelled Requires a secure connection (uses SSL).

 When you select **OK** on both menus you will be taken back to your main screen. You should have a new item under your mailbox with the name of the delegate mailbox and you should be able to access their mailbox.

🎂 Inbox (2)	
Drafts	
🖄 Sent Items	
🐻 Deleted Items	
🍙 Junk E-mail	
Calendar	
Contacts	
▶ 📺 RSS Feeds	
Sync Issues	
Ka Public Folders	
🖲 Test Mailbox 1	T
📥 Inbox	-
Drafts	
a Sent Items	
Deleted Items (6)	6
a lunk E-mail	Ť.

#### View another user's folder

If you have been granted access to another user's folder, e.g. their inbox or calendar, then you can open this via Entourage as follows.

1. Within Entourage, click on the File menu and select Open Other User's Folder.



e	File Edit View Mess	lage	Form.
	Project Gallery	0.8	P
3	New Open	×	
at	Open Other User's Fold Close	er	
5	Save Save As Save as Web Page Revert	36	Gro
2	Import Export		
5	Share a Project Subscribe to a Project		
but	Page Setup Print One Copy Print	75 961 963	p. p

2. You will see the below screen. Click the icon to the right of the **User** field to view your address book.

User:	
Account:	Untitled Exchange account
Type:	Calendar \$

- 3. On the Select User window, click the Advanced button in the bottom left hand corner.
- 4. In the Advanced Settings window, enter the user details in the format shown below. Click OK.

	Advanced Settings
User's Identity	
Name:	username
E-mail Address:	users email address
Server Options	
Server address:	oa.email.star.co.uk/exchange/usersemailaddress
	You may also enter Outlook Web Access server address, such as http://mail.example.com
	$\overrightarrow{\mathcal{A}}$ Requires a secure connection (uses SSL)
	Override default port 443

5. The folder that you have permissions to view will then show in your list of folders on the left side of Entourage.

#### **11 Recovering deleted items**

#### **Recovering Deleted Items in Outlook 2010**

When you delete an item from your mailbox, it is automatically transferred to the **Deleted Items** folder. From here you can then choose to empty this folder. Alternatively, you can bypass the above step by selecting the item you want to delete, holding down the **Shift** key and then pressing **Delete**.



In both cases, you can recover items for a period up to 45 days from when they were deleted. After this time the items will not be recoverable.

To recover the items, see the following steps:

- 1. To recover items, including the **Deleted Items** folder, select the folder from which the item was deleted, i.e. if you **Shift + Delete** an item from the **Inbox** folder, select the **Inbox** folder to recover it.
- 2. Click on Folder on the Ribbon bar and select Recover Deleted Items:
- 3. The **Recover Deleted Items** window opens. At the top it shows which folder you are attempting to recover items from (in the below example, it is the **Deleted Items** folder). You can either Select All items and the select multiple specific ones. You can then choose either the Purge Selected Items icon which will permanently delete the selected items, or the Recover Selected Items icon .
- 4. If you select Purge Selected Items you will see the below warning, confirming the permanent delete.
- 5. If you select the **Recover Selected Items** icon, this will restore the items to the folder that they were deleted from originally,
- 6. i.e. in the below example the item selected will be restored to the **Deleted Items** folder.

Subject	Deleted On	From	
test meeting	23/08/2010 13:17	inplement22a	1
PLEASE IGNORE - Temporary item	23/08/2010 13:17	Implement Ia	
	23/08/2010 13:17	mplement22a	
d text meeting	23/08/2010 13:17	implement22a	
	23/08/2010 13:17	implement22a	
Canceled: test	23/08/2010 13:17	implement22a	
	23/08/2010 13:17	Implement La	
- Undeliverable:	23/08/2010 13:17	Mcrosoft Exchange	
Undeliverable: Canceled:	23/08/2010 12:17	Mcrosoft Exchange	
- Accepted:	23/08/2010 13:17	Levis Haynes	
Canceled: test	23/08/2010 13:17	implement22a	
3	23/08/2010 13:17	Implement 1a	
8	23/08/2010 13:17	implement22a	
Meet Nov: indement22a	23/08/2010 13:17	implement/22a	
Meet Now: implement22a	23/08/2010 13:17	inplement22a	
Meet Now: implement22a	23/08/2010 13:17	implement22a	
Meet Now: implement22a	23/08/2010 13:17	implement22a	
Mosed conversation with impleme	23/08/2010 13:17	implement22a	
Meet Nov: implement22a	23/08/2010 13:17	implement22a	
1		1	- 10

The Recover Deleted Items tool is available on any folder or subfolder in your mailbox. It is not available on any shared mailboxes that appear in your Outlook client.

#### **Recovering Deleted Items in OWA**

The ability to recover deleted items from OWA is also available, however only items that were emptied from the **Deleted Items** folder can be recovered. As with the full Outlook 2010 client, only items deleted within the last 45 days are recoverable.

1. Log in to OWA and select Options from the menu in the top right hand corner

📕 🚱 🗙 Live Search 🖉 🖓
🔄 + 🖸 - 🖶 + 🕞 Page + 🎯 Tools + 🍟
Pind Someone Coptry Steve Balmer - Hy Ste Log Off
😧 Help

- 2. In the left hand pane, click on **Deleted Items**.
- 3. In the **Recover Deleted Items** section, you will see those items that can be recovered, and you have the option to either **Recover to Deleted Items Folder** or **Permanently Delete** the items you select.

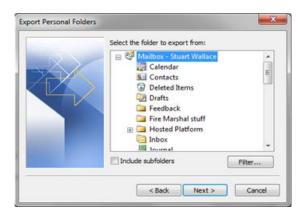


in fee		
à,	Deleted Berns	
	C Drafts the Debted Rena Table on Tage?	
1	Recover Deleted terms	
	Toy can recover here that were recently anytical from your Deleted here folder. Ascorered there will be	noved thank to your Deleted thems fulder.
	Recover to Delated Steen Adder   Personently Delate	
	Mad Mark	Deleted On 1 A
	Total delete	The DL TL DOOR SHOT AND IN

4. Selecting **Recover to Deleted Items Folder** will move the selected items to the **Deleted Items** folder within your mailbox.

#### 12 How to export to a PST file from Outlook

- 1. From within Microsoft Outlook 2007 select Import and Export from the File menu.
- 2. This will open the Import and Export Wizard screen. Select Export to a file and click on the Next button.
- 3. Select Personal Folder File (.pst) and click on the Next button.
- 4. You will then see the below screen where you can select the folders to export from. To export your entire mailbox, select Mailbox username at the top of the folder list, and make sure that the Include subfolders box is ticked. If the email account you are exporting from is not a Microsoft Exchange account then the top level folder may be called Personal Folders.



- 5. On the Export Personal Folders screen click the Browse button to select the location and filename of the pst file which will be created. If you have selected to export to an existing pst file, choose the relevant option from the 3 regarding handling duplicate items. Click Finish when done.
- You will then be prompted to enter a display name for the pst file, and whether you want to set a password to protect it. Click on **OK** to start the export process. Depending on the size of your mailbox, this process may take some time.

#### 13 How to view and update Mailbox size limits

#### Total disk space allocated to your organisation

The following steps show how you can view the amount of disk space that has been allocated to your organisation.

- 1. Log into the WorkLife365 control panel <u>https://worklife365.co.uk</u> with admin credentials.
- 2. Click the **Exchange** tab and then the **Storage Usage Report** tab. This will show you the below summary page of your organisation's resource allocation and usage. At the top you can see the total space assigned



to your organisation for mailboxes and public folders. Click the **Update Usage Info** button to ensure the latest information is displayed.

Mailboxes	Contacts	Distribution Lists	Storage Usage Report	More Services			
Summary							
Limit		125 GB					
		Storage size	available by subscription	for all mailboxes and public folders			
Allocated		6 GB (4%)	6 GB (4%)				
Not allocated		119 GB	119 GB				
		Storage size	available for new mailbo>	kes and public folders			
Used		4 KB (0%)	4 KB (0%)				
Usage last up	dated	Jun-30-2014	Jun-30-2014 16:23				

#### Amend user's mailbox size

1. Click the Mailboxes link in the Exchange section on the home page of the control panel. This will show you an overview of all current mailboxes in your organisation and their size, as well as showing the maximum mailbox size that has been set.

Exc	change		🖺 Edit	Help box 🕐 Help 🥰	Refresh 針 Up Level			
Mail	boxes Co	ntacts Distribution	on Lists Storage Usa	age Report More Services				
_	Add New Mailbox							
1 tota	l   Show Sea	arch					On page: 25 50 100	
	ID 🔺	Display name	Login	E-mail address	s Size	Size limit	Status	
	2395030	Test User	test@sohoworklife.c	o.uk test@sohoworl	klife.co.uk 4 KB (0%)	2 GB	🕜 Ready	

- 2. Click the Display name of the mailbox you wish to modify. Click the Limits tab.
- 3. Click the Edit button at the bottom of the page.

small office | home office

4. You can change the size at which the user will get a warning, and also the size at which they will no longer be able to send mails (they will however, still be able to receive them). There is a short description below each field explaining its usage.

General	E-mail addresses	Limits	Forwarding	Member of	Permissions
Mailbox Siz	e				
Size		4 KB (09	6)		
Issue warning at		1.8 GB Storage	size the mailb	ox can occupy	before a warning message is sent to the mailbox owner
Prohibit se	end at	2 GB Storage	size the mailb	ox can occupy	before the system prevents the mailbox owner from sending more messages
Size limit		2 GB Maximu messag		the mailbox c	an occupy before the system prevents the mailbox owner from sending and receiving mo
lara <b>R</b>	net N	n	Π		

You can also change the maximum mailbox size for each user. As mailbox space is assigned across your entire organisation, if you have reached the limit of your storage space, the administrator could decrease one user's mailbox size in order to free up space that could then be allocated to another mailbox. The control panel will display the amount of mail storage space still available to you, below the Size limit field. The maximum mailbox size allowed by the control panel is also displayed here.

#### Troubleshooting issues with increasing mailbox limits

If you try to increase a particular mailbox size limit and get a warning message in the control panel, it may be that you have run out of allocated disk space. To check this, log in to the control panel, click on the Exchange tab and then click the **Storage Usage Report** tab.

Mailboxes	Contacts	Distribution Lists Storage	Usage Report	More Services			
Summary —							
Limit		125 GB					
		Storage size available l	by subscription	for all mailboxes	and public folders		
Allocated		6 GB (4%)	6 GB (4%)				
Not allocated		119 GB	119 GB				
		Storage size available f	Storage size available for new mailboxes and public folders				
Used		4 KB (0%)	4 KB (0%)				
Usage last up	dated	Jun-30-2014 16:23					

The **Allocated** line shows how much of your Exchange disk space has been allocated to existing mailboxes and public folders, regardless of the actual usage. The allocation of storage space is not dynamic, i.e. once you set a limit on a mailbox, that amount of disk space is fixed for that mailbox and cannot be used by another, even if the actual used size of the mailbox is well below the limit set.

Therefore if the **Allocated** amount is near to, or at 100%, you won't be able to increase a mailbox size limit, even though the actual usage value (as shown in the **Used** line) may appear to show you have plenty of space. The amount of space available to allocate to mailboxes and public folders is shown in the **Not Allocated** line.

To resolve this, you will need to decrease the mailbox allocation for a mailbox (or several) in order to be able to allocate more space to another mailbox. Alternatively, you can contact your Claranet SOHO **sales representative** to order more WorkLife365 Exchange disk space.

In some cases the **Storage Usage Report** page indicates that you have enough free space (as shown in the **Not Allocated** line) but you see the following error message when trying to allocate the required amount to a mailbox:



Store has only 319558 KB of free space. It is not enough to complete operation

This indicates that the mailbox store on the Exchange server that the specific mailbox resides on is full. In this case, please log a support request.



#### Importing public folders

Once you have created at least one public folder you are given the option to **Import Existing Folders** in the **Public Folders** section of the control panel. This allows you to import public folders that have been manually created within Outlook or OWA. This method can also be used to import public folders that were created and migrated from another email platform.

**Note:** Only users with the Publishing Author permission level or higher are able to create public folders within Outlook or OWA.

1. Clicking on the Import Existing Folders button will display a warning message.

**Note:** In addition to changing all Owner permissions to Publishing Editor, all other existing permissions will be replaced with the permissions of the parent folder, therefore you may have to manually add permissions to each folder once the import has completed. Once imported, folder permissions can ONLY be administered through the control panel. Click on OK to proceed.

	Message from webpage	
2	Do you really want to import public folders created outside POA? Note	
•	that during the import all Owner roles will be replaced with PublishingEditor. All further administration would be possible only via the control panel.	

2. After clicking **OK**, the below message is displayed at the top of the screen.

Import public folders created in Outlook and OWA Import of public folders created in Outlook and OWA was started but not completed yet. Please wait until all public folders will be loaded.
 Note: Importing does not remove folders moved or deleted using Outlook or OWA. You have to remove such folders manually from the Control Panel.

- 3. Click on the **Refresh** link in the top right hand corner to view the imported folders. You may need to click this link a few times before the displayed list is up to date. Folders are displayed with different levels of indentation to represent the folder hierarchy.
- 4. To delete public folders, tick the box next to the folder that you wish to delete and click the **Delete** button to the right of the screen. You must have Owner rights to the folder in order to delete it from the control panel.

 Note: You cannot delete a folder if it has sub-folders. You must delete the sub-folder first before you are able to delete
 the
 parent
 folder.

 The control panel displays the following message at the top of the screen. Click the Refresh link to display the updated list.
 In the control panel displays the following message at the top of the screen. Click the Refresh link to display the updated list.

#### Public Folders

I public folders scheduled for deletion
Post public folder of the appropriation's bio

If a user is the owner of a public folder that has previously been imported into the control panel, that user will be able to delete the folder from their Outlook or OWA client, but this change won't be replicated in the control panel, i.e. the folder will still show in the control panel. The folder will have to be deleted from the control panel using the above method.



We therefore recommend that Publishing Editor is the highest permission level that you grant to users, as this will enable them to perform all required tasks. See the below screen shot of the message displayed on the control panel when you click the **Import Existing Folders** button.

# 14 Recovering Deleted Items from Outlook 2007 and Outlook Web Access

Within Outlook 2007 and OWA, there is a built-in function to allow the recovery of deleted items in the event that they were deleted accidentally. This document will describe how to recover these items, first when using the Outlook 2007 client, and then when using OWA.

#### **Recovering deleted items from Outlook 2007**

When you delete an item from your mailbox, it is automatically transferred to the **Deleted Items** folder. From here you can then choose to empty this folder. Alternatively, you can bypass the above step by selecting the item you want to delete, holding down the **Shift** key and then pressing **Delete**.

In both cases, you can recover items for a period up to 45 days from when they were deleted. After this time the items will not be recoverable. To recover the items, see the following steps:

- 9. To recover items, including the **Deleted Items** folder, select the folder from which the item was deleted, i.e. if you **Shift + Delete** an item from the **Inbox** folder, select the **Inbox** folder to recover it.
- 10. Click on Tools on the menu bar and select Recover Deleted Items:
- 11. The Recover Deleted Items window opens. At the top it shows which folder you are attempting to recover items from (in the below example, it is the Deleted Items folder). You can either Select All items, or you can select multiple specific ones. You can then choose either the Purge Selected Items icon which will permanently delete the selected items, or the Recover Selected Items icon.
- 12. If you select **Purge Selected Items** you will see the below warning, confirming the permanent delete:
- 13. If you select the Recover Selected Items icon, this will restore the items to the folder that they were deleted from originally, i.e. in the below example the item selected will be restored to the Deleted Items folder.
- 14. The **Recover Deleted Items** tool is available on any folder or sub-folder in your mailbox. It is not available on any shared mailboxes that appear in your Outlook client.

#### Recovering deleted items from Outlook Web Access 2007

The ability to recover deleted items from OWA is also available, however only items that were emptied from the **Deleted Items** folder can be recovered. As with the full Outlook 2007 client, only items deleted within the last 45 days are recoverable.

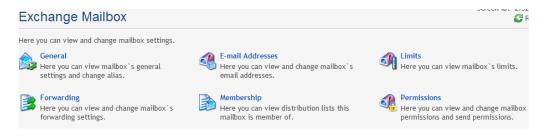
- 15. Log in to OWA and select Options from the menu in the top right hand corner.
- 16. In the left hand pane, click on **Deleted Items**.
- 17. In the **Recover Deleted Items** section, you will see those items that can be recovered, and you have the option to either **Recover to Deleted Items Folder** or **Permanently Delete** the items you select.
- 18. Selecting **Recover to Deleted Items Folder** will move the selected items to the **Deleted Items** folder within your mailbox.



# 15 End users - Grant permissions to view and send as a mailbox

The following sections explain how a user can grant access to their mailbox for other users. Grant permissions to view your mailbox

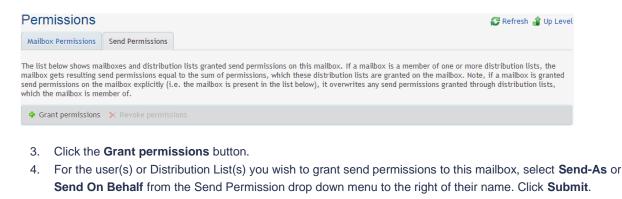
- 1. Log into the WorkLife365 control panel, https://worklife365.claranetsoho.co.uk with your user credentials.
- Click the Exchange Mailbox tab, and then click on the Permissions section. Click the Grant permissions button.



- Select the user(s) or Distribution List(s) you wish to grant access to your mailbox by ticking the box next to the name. Click Submit.
- 4. The list will then display the users and Distribution Lists which have been granted mailbox access.
- 5. To remove permissions, tick the box next to the name and click the **Revoke permissions** button.

#### Grant permissions to send as your mailbox

- 1. Log into the WorkLife365 control panel, https://worklife365.claranetsoho.co.uk with your user credentials.
- Click the Exchange Mailbox tab, and then click on the user you want to change permissions for. Click on the Permissions section, then click on the Send permissions tab.



Permissions		🥰 Refresh 🔒 Up Level				
Mailbox Permissions Send Permissions						
The list below shows mailboxes and distribution lists which may be granted send permissions on this mailbox. Select permissions for desired objects from the list and submit changes to grant them.						
Display name 🔨	Туре	Send permission				
All Exchange users	Distribution list	Send As				



#### Granting delegate access to your mailbox with Outlook 2007

- 1. Open your email account via Outlook. You will not be able to grant delegate access via Outlook Web Access
- 2. Click on **Tools > Options**.
- 3. This will show the below window. Click on the Delegates tab.



4. Click on the Add button next to the Delegates pane (as shown below).



5. This will display your organisation's global address list. Select the user or users to whom you wish to grant permission to your mailbox from the list, then click on the Add button at the bottom of the window. Alternatively you can double-click on a name in the list to add them. Once you have selected all the users you wish to grant delegate access to, click on the OK button.

You will then be presented with the following window, where you can select from the dropdown menus the level of access to each area of your mailbox. Select the appropriate permission level for the delegate and click on **OK**. You can also check the boxes to email the settings to the delegate, and if you want the delegate to view items marked as private in your calendar.

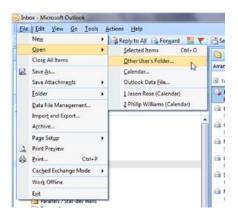




6. Once you have set the permission levels for all the users that you selected, you will then see a summary listing as shown below. You can select additional features related to meeting messages at the bottom of this window, or you can add other delegates. To change the permission level or remove a delegate from the list, click the user name and then click the appropriate button on the right hand side. Click on **OK** to apply the changes.

Preferen	ces Mail Setup Mail Format Spelling	Other Delegates	
Delegat	es		
0	Delegates can send items on your behy responding to meeting requests. If you permissions without giving send-on-bet dalog box, right-click the folder, click of then change the options on the Permis	want to grant folder wilf-of permissions, clos hange Sharing Permissi	e this
	Steve Balmer	A	d
		Re	tove
		Parma	sons
		Prope	ties
	Dehm meeting requests addressed to requests where 1 am the organizer to: Hy delegates only, but send a con- responses to me (recommended) Wy delegates only Wy delegates and me		
	x	Cancel	Apply

7. The delegate can then view the relevant folder in their Outlook client by clicking on **File > Open > Other** Users Folder.



8. Type in the users name, select the folder to which you have been granted permission, and then click OK.



en Other Use	r's Folder 💡 🕅
Name	
Folder type:	Inbox
	OK Cancel

19. To view the folder in Outlook Web Access, open your browser and enter the following URL, substituting the text in italics with the appropriate details:

https://oa.email.star.co.uk/owa/otherusersemailaddress/?cmd=contents&f=otherusersfolder You will be prompted to provide your details for your email account, and the specified folder will then open in the browser window.

#### **Granting Delegate access to your mailbox**

- 1. Open your email account via Outlook. You will not be able to grant delegate access via Outlook Web Access
- 2. Click on File > Info > Account Settings > Delegate Access.

() (100 () () () () () () () () () () () () ()	Account Information
ele Igen Tale	Annual Lotting
id Dature	Contract Internation
10 mil	Constant from the second secon
	And a furnish furnish former
	Sectored Address Sector.
	Entry Mode Australian
	The second second second second

3. Click on the Add button next to the Delegates pane (as shown below).



- 4. This will display your organisation's global address list. Select the user or users to whom you wish to grant access to your mailbox, then click the **Add** button at the bottom of the window. Alternatively you can double-click on a name in the list to add them. Once you have selected all the users you wish to grant delegate access to, click the **OK** button.
- 5. You will then be presented with the following window, where you can select from the drop-down menus the level of access to each area of your mailbox.
- 6. Select the appropriate permission level for the delegate and click on OK. You can also check the boxes to email the settings to the delegate, and if you want the delegate to view items marked as private in your calendar.



Delegat	e Permissi	ons: Jason Rose	×			
This delegate has the following permissions						
	Calendar	Editor (can read, create, and modify items)				
	Delegate receives copies of meeting-related messages sent to me					
2	∐asks	Editor (can read, create, and modify items)				
	Inpox	None				
8	Contacts	None				
	Notes	None				
, E	Journal	None				
T Auto	matically gen	d a message to delegate summarizing these permissions	_			
Delegate can see my private items						
		OK Cancel				

- 7. Once you have set the permission levels for all the users that you selected, you will then see a summary listing as shown below. You can select additional features related to meeting messages at the bottom of this window, or you can add other delegates. To change the permission level or remove a delegate from the list, click the username and then click the appropriate button on the right hand side. Click on **OK** to apply the changes.
- 8. The delegate can then view the relevant folder in their Outlook client by clicking **File>Open>Other Users** Folder.

file	Home	Send / Receive	Folder View	
Na Sa Na Sa Info	n <b>e As</b> ne Allactine		Open Calendar Open a calendar file in Outlook (.ics, .vcs).	
Open Print			Open Outlook Data File Open an Outlook data file (pst).	
Help Dotions		4	Import Import files, settings, and RSS Feeds into Qu	tlock.
	30		Coher User's Folder Open a folder shared by another user.	

- 9. Type in the user's name, select the folder to which you have been granted permission, then click OK.
- 10. To view the folder in Outlook Web Access, open your browser and enter the following URL, substituting the text in italics with the appropriate details:

https://oa.email.star.co.uk/owa/otherusersemailaddress/?c md=contents&f=otherusersfolder

You will be prompted to provide your details for your email account, and the specified folder will then open in the browser window.

