# Outlook: Web App (Webmail)

## SUMMARY

Outlook Web App (OWA, formerly called Webmail) allows you to access your Outlook email account via an internet connection. It is now accessible from the **Remote Working** link at the bottom of the Hoganlovells.com website.

In order to enhance security when accessing email from outside the office, you will need to Log In using a Signify token rather than your network password.

To request a Signify token, please contact the London IT Service Desk on +44 20 7296 5000 or your local IT support desk.

If you have not yet registered your Signify token, please refer to the guide via the **Quick Reference Guides** link under the Outlook Web App (Webmail) section on the **Remote Working** portal.

## ACCESSING OUTLOOK WEB APP AND LOGGING IN

1.  You can log in using the Remote Working portal on www.hoganlovells.com; or you can enter the Web App/Webmail address in any Internet Explorer address bar.

    ›   Either:

        ›   Go to the Hoganlovells.com site and click **Remote Working**.

        ›   Select your home office location.

        ›   Under **Outlook Web App (Webmail)**, choose your region and click **Go**;

    ›   Alternatively:

        ›   From the Internet Explorer Address Bar: Type **Webmail.Intl.HoganLovells.com** and press **Enter**.

2.  The following Log In screen will appear:



3.  In the User ID field, type your normal Network User ID.

4.  In the SecurID PASSCODE field, type your PIN followed by the number displayed on your Signify Token.

5.  RSA soft token users will need to enter the number displayed on their BlackBerry.

6.  Click **Log In**.

7.  An **Authentication Succeeded** screen will appear.

8.  Click **Continue**. Your Inbox will be displayed.

## CREATING A SIGNATURE

Your email signature is not carried over to Web App so it is important that you set this up when you first access OWA.

This only has to be done once but needs to be done while you are logged into the network.

ℹ Do not type your signature manually. You need to copy your signature from its source file to ensure that it is displayed correctly.

To set up your signature to appear automatically in each new email:

1.  Click **Start**, **All Programs**.

2.  Click **Tools**, **Signaturecopy.**

3.  Double click the file called **Corporate Signature.htm** to open it.

4.  Your signature is displayed. Select the whole signature and copy it using **Control+C** or **right click**, **Copy**.

5.  Login to Outlook Web App.

6.  On the right hand side of the **Web App** window, click the **Options** drop down list and select **See All Options**.
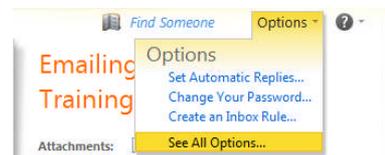


7.  From the left hand side menu choose **Settings** and check the **Mail** icon is selected at the top of this window.

8.  Paste the **signature** into the **Email Signature** window in the centre of the screen, using **Control+V**.

To include your signature automatically on all emails:

9.  Tick the checkbox **Automatically include my signature on messages I send**.

⚠ If a message is displayed indicating that your signature is too big, go to Signature Editor (**Start**, **Signature Editor**) and click **Save & Close** (you do not need to make any changes). Repeat the steps above to copy the **Corporate Signature.htm** file to Web App.

10. Click **Save** ✓ Save at the bottom right of the Options window.

11. At top right of this window, click **My Mail** to return to your home screen (or click **Mail** at the top left).

ℹ Alternatively, in each email click **Insert Signature** 📝 to insert your signature in to that email message.

## ACCESSING YOUR MAIL

1.  The information at the top left of your screen shows how many mails are contained in the folder you have selected.

    Mail › Inbox 303 Items

2.  An email that is **currently selected** will have a ticked checkbox icon on the left and a yellow background.

3.  Navigate through your emails as when using the desktop Outlook application.

⚠ We recommend that you switch off **Conversation View**, which is turned on by default in Web App. This groups emails by subject, but has occasionally been found to

group emails incorrectly.  Click **View** and uncheck the **Use Conversations** option.

## RESPONDING TO EMAILS

With the reading pane shown on the right or bottom, the following icons will appear at the top right of the email.

| | Reply | | Forward |
|---|---|---|---|
| | Reply to all | | Check for new messages |
| | Access the Global Address Book | | |

## CREATING AN EMAIL

1. From any folder, click **New** at the top of the mailbox, or click the drop down arrow to the right of **New** and choose **Message**.

2. Click **To...** in the Untitled Message window to access the Hogan Lovells Global Address book.

*i* Alternatively type the recipient's first name and/or surname in the To field.  Press **Alt+K** to run the Check Names function.  If more than one result is returned, select the required name from the list and click **OK**.

Address Book
Default Global Address...  smith
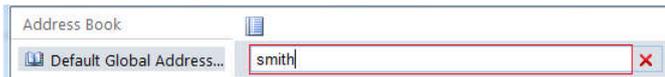
3. In the search field, type all or part of the **recipient's surname**.

4. Click the search button on the right hand side or press **Enter**.  The search results will be displayed underneath the search field.  To clear the search field, click the **red X**.

5. Select the correct recipient name; the preview pane on the right will display contact details, their availability (with a slider below the calendar to move to a different day) and office mailing address if the person is in the US LLP.

6. In the area at the bottom of the Address Book window, click **To**, **Cc** or **Bcc** to add the recipient to the relevant field or in the top left of the preview pane, click the **New Message** icon which will then return to the **Untitled Message** window with only that name in the **To:** field.

*i* Repeat steps 3-6 above if sending an email to more than one recipient.

7. Click **OK** at the bottom right of the window.

*i* In the Untitled Message window, the toolbar at the top has an **Options** button which allows you to set the Importance, Sensitivity and Tracking options.

8. Click **OK** to apply any changes made or **Close** if no changes have been made.

9. Once you have completed the Subject field and message body, click **Send** (top left of the window)

## ATTACHING A DOCUMENT

DM5 cannot be accessed via Web App.  Attachments must be saved to your local machine or to a USB Memory Device and attached from there to the email.

From a **new email message**:

1. Click **Attach File** (paperclip on the toolbar).

2. Using the **left hand navigation pane**, find and select the file you would like to attach.

3. Click **Open** and the file will be attached to the email.

*i* Repeat steps 1-3 above if attaching more than one file.

## AUTOMATIC REPLIES (OUT OF OFFICE ASSISTANT)

To activate the **Out of Office Assistant**:

1. Click **Options** (right side of the screen).

2. Click on **Set Automatic Replies**.

3. Select **I'm currently out of the office**.

4. Tick the checkbox **Send replies only during this time period** and set a start/end date and time to cover the absence.

Type the text you would like to appear as your AutoReply.

*i* You have the choice to send a separate message to senders inside and outside your organisation (this includes the US LLP).

5. Click **Save and Close**.

*i* To deactivate your Out of Office Assistant, repeat step 1 and 2 above.  Select **Don't send automatic replies** and then click **Save** and return to the Web App window by clicking on **My Mail** at the top right of the window.

## ARCHIVED EMAILS

Emails that have been **archived** are shown with a **green tick** on top of a vault icon on the left side of the email.

When the archived email is selected, the icon is replaced with a **ticked checkbox**.

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FW: TT Quick Access help tool

To read the content of the archived email either **double click** to open the email or click **Reply**, **Reply to all** or **Forward**.

To **restore** the archived email, **right click** on the archived email and choose **Restore**.

Select the location to restore the archived email to (current folder or Restored items folder) and click **OK**.

The selected email will continue to show a ticked checked box at the left even though it has been restored.  When another email is selected, the deselected email will display the email icon showing that it has been restored.

## CHANGING YOUR PASSWORD

1. When your password is due to expire, a message will appear above the blue menu at the top of the screen.

· Your password will expire in 1 days. Would you like to change it now?  Yes  No

2. On the right hand side of the Web App window, click the **Options** drop down list and choose **Change Your Password**.

3. Enter your old password, plus your new password twice to confirm (see below for password complexity rules).

4. Click **Save**.

5.    Click **My Mail** to return to the Web App inbox window.

Passwords must contain **all** of the following:

- at least eight characters.
- at least one number, one upper case letter and one lower case letter.

In addition, the following requirements have been set:

- You cannot reuse a password that you have used in the last 12 passwords.
- You cannot use three or more characters from your login name in sequence.
- You cannot use your first name or last name in your password.

ⓘ    See Password User Guide 946213 for more details.

### SIGN OUT

1.    At the top right of the Web App window, click **sign out**.

sign out

2.    Click **Close Window,** then **Yes**.

3.    The **HL Global** screen will now appear.  Close **HL Global**.

⚠    For security reasons, it is essential that you close the browser window when you have finished using Web App.