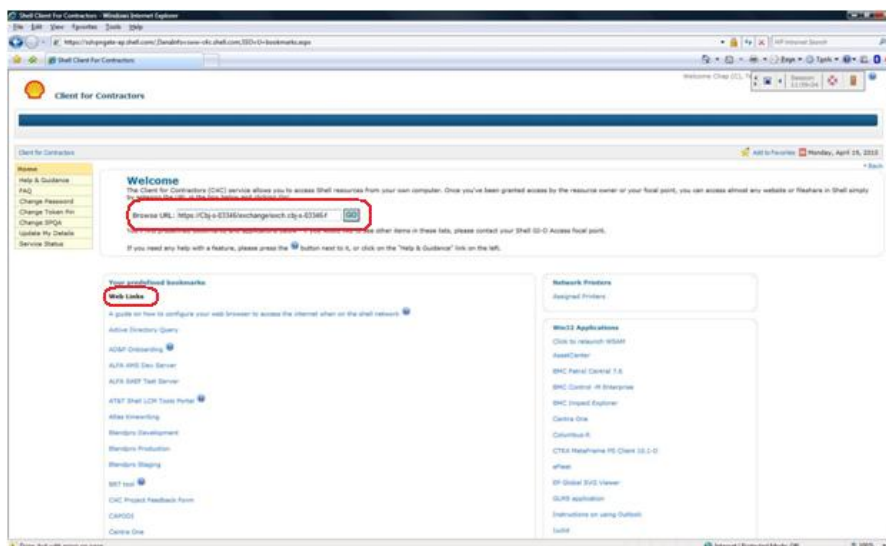
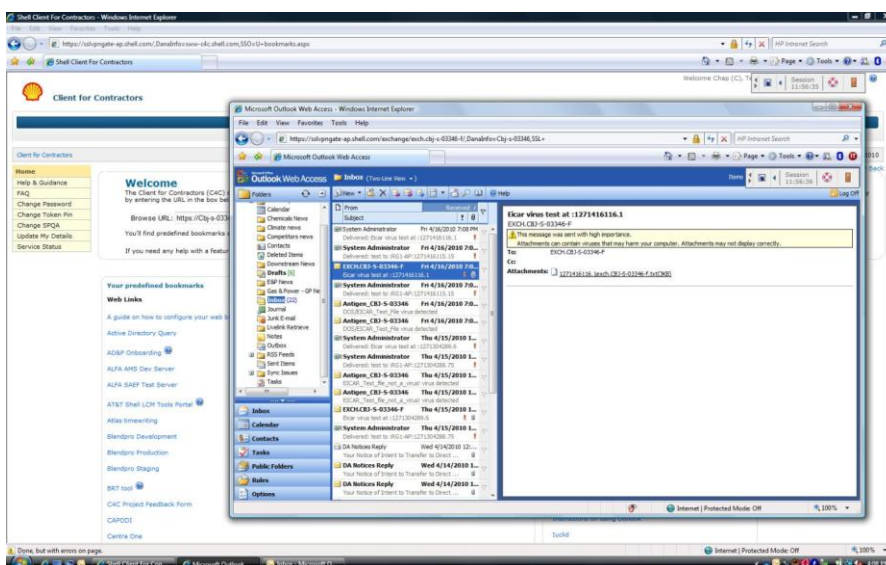


How to access a Functional Mailbox via Outlook Web Access (OWA)

1. Please ensure that the Functional Mailbox you are trying to access has already been configured for access via Outlook Web Access (OWA). Then, login to the C4C Portal as per the normal process by accessing <http://connect.shell.com>. Select your nearest C4C Gateway and login using your C4C credentials.
2. Once logged in to the C4C Portal, you can access the Functional Mailbox either by :-
 - a. Entering the Functional Mailbox URL into the browse bar e.g. <https://C4C-OWA.asia-pac.shell.com/exchange/UI-IT-Consumer-Services-Hardware>
 - b. Clicking on the link to the Functional Mailbox under the 'Web Links' section (if available).



3. The Functional Mailbox should load in a new window as shown below.



4. Note that Outlook Web Access has got limited features compared to Microsoft Outlook. Please see table below for comparison between Outlook and OWA.

Interface Features	Outlook	Outlook Web Access
Research task pane	X	
Reading Layout mode	X	
Get address properties from Reading Pane	X	
Notification area icon	X	
Outlook Today	X	
Group items by any field	X	
Local folders	X	
Reminder window	X	
Customize toolbars	X	
Help	X	X
Navigation Pane	X	
Shortcuts	X	X
Messaging Features		
Read messages	X	X
Auto Preview	X	
Folder hierarchy in Navigation Pane	X	
Favorite Folders in Navigation Pane	X	
Navigate hyperlinks in messages	X	X
Attachments can be opened from Reading Pane and preview pane	X	
Can accept or decline appointments in preview pane and Reading Pane	X	
Unlimited number of messages displayed in Mail view	X	
Send messages	X	X
AutoAddress and AutoName	X	
Insert hyperlinks in message text	X	X
Information Bar available in preview pane and Reading Pane	X	
Send and receive attachments	X	X
Embed documents in messages	X	
Request read or delivery receipt	X	X
Word as e-mail editor	X	
Spelling checker	X	
Background and AutoCorrect spelling	X	
Add words to dictionaries	X	
Recall messages	X	

Auto-select message encoding	X	
Send message with voting buttons	X	
Track delivery and read receipts with original message	X	
Create messages from Address Book	X	
Receive HTML message	X	X
HTML editing	X	
Plain-text editing	X	X
Rich Text Format (RTF) editing	X	
Automatic formatting of messages with color based on criteria	X	
AutoText	X	
Automatic text corrections	X	
Insert signature on demand	X	
AutoSignature	X	X
Multiple signatures	X	
Include vCard in signature	X	
Set message importance	X	X
Message sensitivity	X	
Message expiration	X	
Deferred delivery (with or without rules)	X	
Message templates	X	
Default font for new messages	X	
Default font for replies and forwards	X	
Redirected replies	X	
File routing	X	
Internet faxing	X	
Receive and reply to messages	X	X
New mail notification	X	
Respond to messages with voting buttons	X	
Reply in same format received	X	
No indentation of Reply and Forward bodies	X	X
Search for messages	X	
Search capabilities (Find)	X	
Search capabilities (Advanced Find)	X	
Search Folders	X	
Organize messages	X	
Quick Flags and message flags	X	
Categories and Master Category List	X	
Drag-and-drop messages	X	

Multiple views	X	X
Arrange by	X	
Grouping items	X	X
View by category	X	
View messages by flagging for follow-up	X	
Public folders	X	X
Sort message list by standard fields	X	X
Set order and size of columns in message list ¹	X	
Enhanced conversation management	X	
Manage messages by group	X	
For Follow-Up folder	X	
Display custom views	X	X ²
Create custom views	X	
Mark message as read or unread	X	
Recover deleted messages	X	X
Save messages to Drafts folder	X	X
Mailbox Cleanup	X	
Ability to disable individual rules	X	
AutoArchive	X	
E-mail Account Setup Wizard	X	
Test E-mail Account tool	X	
Drafts folder	X	X
User-configurable Delegate Access permissions	X	
User-configurable public folder permissions	X	
Collaboration Features		
Document Workspaces	X	
Meeting Workspaces	X	
Integration with Microsoft Windows® SharePoint™ Services and SharePoint Team Services	X	
Instant messaging	X	
Calendar Features		
Calendar views of different time periods	X	X
Calendar preferences	X	X
Side-by-side viewing of multiple calendars	X	
Meeting reminders (minutes, hours, or days in advance)	X	
Color individual or recurring appointments	X	
Notification of adjacent or conflicting appointments	X	
Lunar calendar support	X	

Offline use of calendar	X	
Address Book and GAL Features		
Address Book	X	X
Browsable GAL	X	
Access to general GAL properties (name, address, phone)	X	X
Access to advanced GAL properties (organization chart, distribution list memberships)	X	
Synchronized offline GAL	X	
Meeting Management Features		
Plan a face-to-face meeting	X	X
View other people's free and busy information	X	X
Propose new time (counter propose)	X	
Appointments summarized in Outlook Today	X	
Invoke calendar from meeting request to see full schedule	X	X
Include attachments in appointments and meeting requests	X	X
Insert e-mail messages as attachments in appointments and meeting requests	X	
Create a Meeting Workspace in a meeting request	X	
Track acceptance of attendees to a meeting	X	
Attendee list visible to all attendees	X	
Send or receive requests over the Internet as Calendar attachments	X	
Publish and retrieve free and busy information to the Internet with iCalendar subset	X	
Advanced, automatic meeting request processing options	X	
Plan online meeting (Microsoft NetMeeting®)	X	
Exchange conferencing	X	
Use Address Book to pick attendees	X	X
Free and busy view	X	X
Forward or reply to a meeting request	X	X
All-day events	X	X
Contact Management Features		
Business Contact Manager (Microsoft Office Outlook 2003 with Business Contact Manager)	X	
Contact picture	X	
Use message properties to add Contacts data	X	
Use contact information in mail merge	X	

Contact activity tracking	X	
View by company	X	X
Print address cards	X	
View important dates (birthdays and anniversaries) in Contacts listings	X	
Send virtual business cards (vCards)	X	
Shared contacts	X	
View contacts by follow-up flag	X	
List Internet addresses in Contacts	X	X
View multiple addresses in Contacts items	X	X
Add and edit contacts	X	X
Send new message to contact	X	X
List more than one physical and e-mail address in Contacts	X	X
Task Management Features		
Create and manage tasks	X	X
Create task from message	X	
Simple and Detailed task views	X	X
View tasks by category	X	
View by active, completed, overdue status	X	X
Edit tasks in view	X	
Task reminders	X	
Tasks requests and tracking	X	
Tasks timeline view	X	
TaskPad view in Calendar	X	
Client Services		
Outlook Custom Installation Wizard	X	X
Alerts	X	
Out of Office Assistant	X	X
Recover Application	X	
Read-only Delegate Access to messages and other information	X	X
Edit Delegate Access to messages in other accounts	X	
AutoCreate	X	
Import and export files	X	
Client-side setup wizard	X	
Lunar calendar support	X	
Outlook MSN® Hotmail® support	X	
Custom forms	X	

Consolidated offline settings	X	
Support for IMAP4, POP3, and SMTP	X	
Security and Content Management Features		
Information Rights Management	X	
Safe senders list	X	X
Safe recipients list	X	X
Blocked senders list	X	X
International character set blocking	X	
Junk E-mail folder	X	X
Block external content	X	X
Block attachments	X	
Antivirus enhancements	X	
Digital signature	X	
Digital encryption	X	
Single sign-on	X	
Certificate management	X	
Kerberos authentication	X	
Automatic logging off after inactive period	X	X ³
Journal	X	
Notes	X	
Performance Optimizing Features		
Integration with Microsoft Office SharePoint™ Portal Server	X	X
Microsoft Office Live Communications Server 2003 integration	X	
Cached Exchange Mode	X	
Intelligent connectivity	X	
Remote procedure call connectivity to Exchange (RPC over HTTP)	X	
Synchronization groups	X	
Background synchronization of local and server folders	X	
Differential, offline Address Book synchronization with server	X	
Incremental change synchronization	X	
Smart change synchronization	X	
Presynchronization reporting	X	
Offline synchronization	X	
Buffer packing	X	
MAPI compression	X	

Skip bad items	X	
Outlook performance monitoring	X	
Unicode Personal Folders File (.pst) support	X	
Cancel request to server	X	
Send and Receive groups	X	
LDAP support and default list	X	