



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

OVERVIEW

- This document is to provide step-by-step guides to set up a functional mailbox via Outlook Web Access (OWA)
- The document covers setup via OWA 2010.

SHELL C4C HELPDESK CONTACTS

For any issues please use the following dedicated Shell C4C Helpdesk numbers

- **Kazakhstan** : +88005550079
- **Malaysia** : 1-800-88-1507
- **Netherlands** : 0800 0292059
- **Russia** : +8800 700 9918
- **United Kingdom** :0800 0284350
- **USA** : +1 800 309 8352

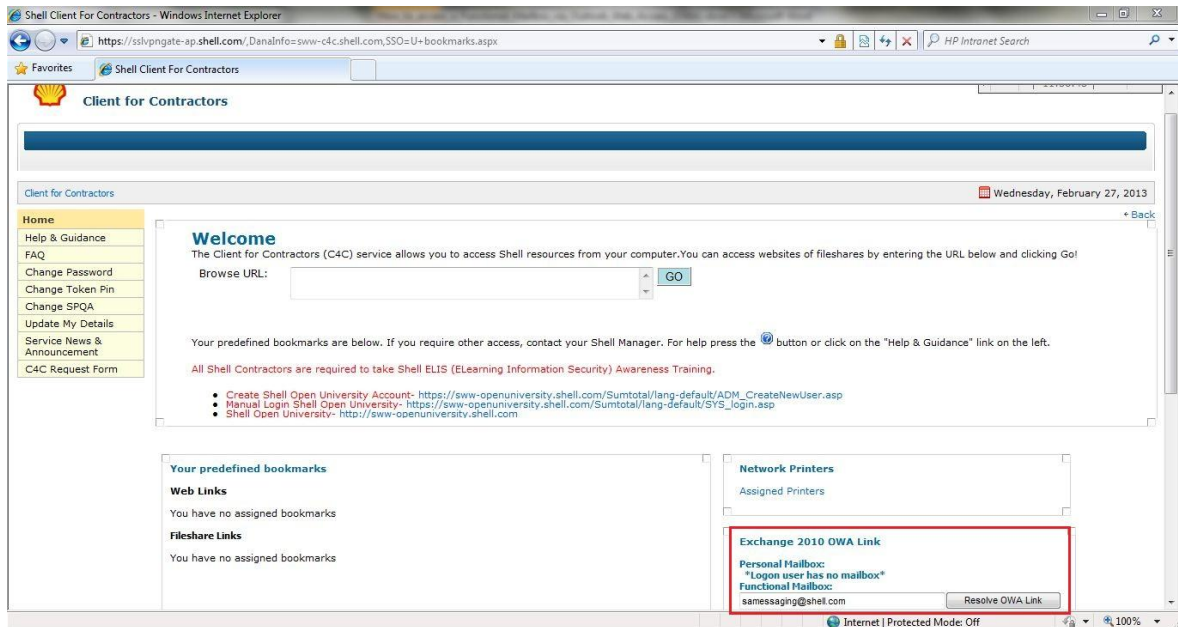
WEB OUTLOOK ACCESS 2010 SETUP GUIDE

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.

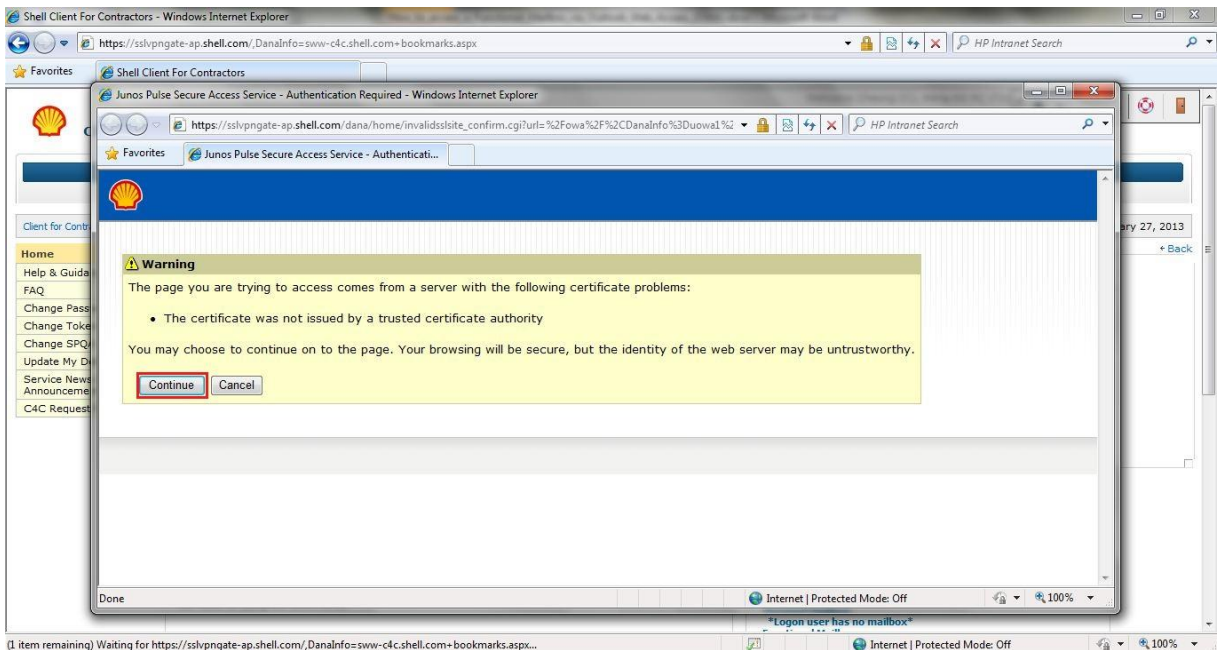


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2. Once logged in to the C4C Portal, you can access the Functional Mailbox by entering the **Functional Mailbox email address** in the Input box under Exchange 2010 OWA Link, then proceed to click **Resolve OWA Link** button. Ensure 'Connecting from your corporate (non-Shell) PC and 'Access' Type Emergency is selected then click 'I Accept' to the GEC warning.



3. The Functional Mailbox should load in a new window as shown below. Click the **Continue** button to proceed.





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4. You will now be able to access your mailbox via OWA.

The screenshot displays the Outlook Web App interface within a Windows Internet Explorer browser. The browser's address bar shows the URL: <https://sslvpn-gate-ap.shell.com/DanaInfo=sww-c4c.shell.com+bookmarks.aspx>. The OWA interface includes a navigation pane on the left with options like Home, Help & Guidance, and Mail. The main content area shows an email titled "GI-Storage backup Job Status for File Hosting" from "FMB-TSMY-GDU-OSS-GSO-REPORTING@t-systems.com". The email body contains the following text:

Hi All,

Attached is the status of GI-Storage backup Job Status for File Hosting

Below the email content, a message states: "Access to attachments has been blocked. Blocked attachments: File Hosting.zip." The status bar at the bottom of the browser indicates "Internet | Protected Mode: Off" and "Login user has no mailbox".

Note: Mail attachment download via C4C OWA 2010 is disabled. However, you may view attachments using the Web-Ready feature.