Phone management in webmail (Outlook Web App)

Mail for employees is served by Microsoft Exchange mail server. Employees can access their work mail in several ways:

- from the work place with **Microsoft Outlook**;
- via a mail app on any device by **synchronisation with Microsoft Exchange;**
- via a browser on any device, on the internet address https://webmail.campus.leidenuniv.nl. This is called **Exchange webmail** or **Outlook web App**.

Within **Outlook Web App** you have control over the (mobile) devices that synchronise with Exchange. This quick reference describes how you can remotely stop synchronization with a device and how you can remotely wipe a device in case of theft or loss.

Open Mobile phones Tab

1. Log in on https://webmail.campus.leidenuniv.nl.

2. In the top right of the page, click successively Options > See All Options… This opens the page with options.

3. In the left column, click *Phone* to open the Mobile phones tab.

View Details

Select a mobile phone from the list, and then click *View Details*. This will display details about the mobile phone, including the phone name, phone type and the last time that the phone connected to your mailbox.

Retrieve Log

This option is only needed when your administrator asks you to send a log file. To retrieve the log for your mobile phone, select the mobile phone from the list and then click *Retrieve Log*. You will receive an email message in your Inbox with the log file attached. The log file is a small text file, that you can forward to your administrator for help.

Remote Device Wipe

NOTE: Only use this option when your phone is stolen or lost. As a result of remote wipe, the device will be reset to its factory defaults. The data on the device is permanently erased.

To perform a remote device wipe, select the phone from the list. Click *Remote Wipe*. You will receive a confirmation message that asks you if you are sure that you want to perform this action.

If you decide to perform the remote device wipe, the data on your mobile phone and any installed storage cards will be deleted the next time that the mobile phone tries to connect to the Exchange server. As soon as a remote device wipe has been initiated, the status of your phone will be *Pending Wipe*. When the wipe is complete, the status of the mobile phone will change to *Wipe Completed*.

NOTE: After you performed a remote wipe on your phone, it remains on the list of mobile phones. You must delete the phone (see below) from the list before you try to configure it to synchronise again.

If you don't do this, the phone will perform a remote device wipe again, directly on first connection with the Exchange server.

Delete

The list of mobile phones contains an entry for each mobile phone that is currently synchronising with your mailbox, **in addition** to an entry for each phone that has previously synchronised with your mailbox.
The maximum number of phones is ten. Mobile phones remain in this list until you remove them. To remove an old phone from the list, select the phone, and then click *Delete*.

Refresh

Click *Refresh* to update the list of mobile phones that are synchronising with your mailbox. The list will update automatically. However, if you have configured a new phone and can't see that phone on the list, click the *Refresh* button. If the phone still doesn't appear, check the ActiveSync settings on the phone.