

## OUTLOOK - LEARN HOW TO CONFIGURE

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## 1. What will happen to my Globenet e-mail data after setting up the V.tal e-mail account? Here is a preview

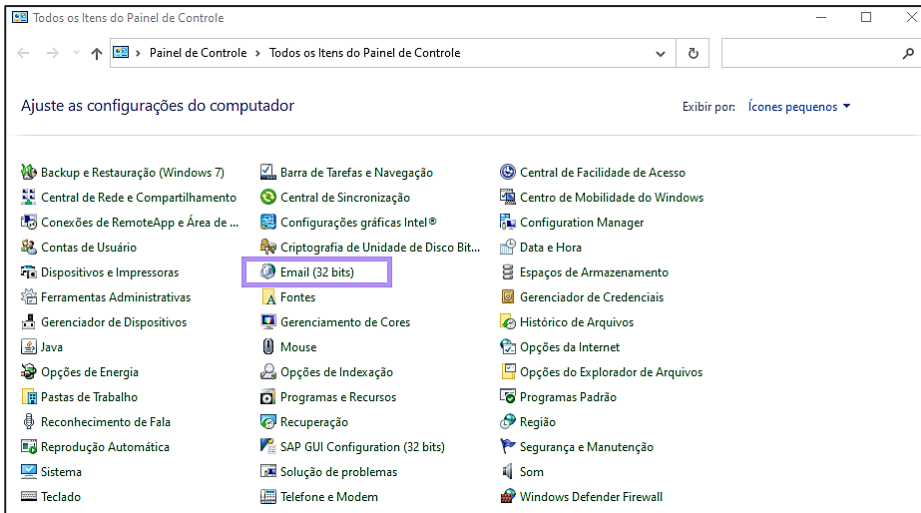
No data is migrated from the Globenet account to V.tal, because they are different accounts, and it is the user's responsibility to backup data from the Globenet account.

<b>Calendar</b>	<p>You can only use it to look up old appointments.</p> <p>If you need to keep the appointments, you need to generate a new invitation from your V.tal account, or ask the organizer to include your V.tal email account in the invitation.</p> <p>For more details, see the guidance on the question 'How will my scheduled appointments look like in the Globenet calendar after V.tal email account has been configured'.</p>
<b>Address Catalog</b>	<p>The catalog of your new account will have the list of people from V.tal. If you need to send messages to any Globenet contact, you need to enter the full email address.</p> <p>To reply to a Globenet mail that is in PST, you need to remove the Globenet recipients names and enter the V.tal names.</p>
<b>Contact</b>	<p>The contacts will be in the Globenet backup, and you can copy them to the V.tal account after you have done the data import procedure. See the questions 'How do I create a backup (.pst) of my Globenet profile?' and 'How do I configure the backup (.pst) of the Globenet profile in the new V.tal profile'.</p>
<b>E-mails</b>	<p>New e-mails arriving at the Globenet box will be automatically redirected to the V.tal box. This rule will remain active for some time. If you prefer to have the view of your old e-mails in the V.tal profile, it is possible to backup Globenet and connect the .pst file in the V.tal account. See guidelines: 'How do I configure the backup (.pst) of the Globenet profile in the new V.tal profile'.</p>
<b>Public Folder (Departmental Box) / Distribution List</b>	<p>They will not be migrated. Guidance will be coming soon.</p>
<b>Rules</b>	<p>No rules will be migrated, and new rules will have to be created in V.tal's profile.</p>
<b>Signature</b>	<p>It will not be migrated, you will need to recreate the signature in outlook profile.</p>

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## 2. How do I set up my new email account?

In Control Panel, search for and open the email icon:



In the email configuration window - Outlook, click on 'Show profiles' and select the *flag* 'Choose profile to use' > Add.

In the 'Create new profile' box, type a name for the profile and OK.

In 'Add Account', type the email and proceed to complete the configuration.

Adicionar Conta

Configuração Automática de Conta  
O Outlook pode configurar automaticamente várias contas de email.

Conta de Email

Nome:   
Exemplo: Susana Oliveira

Endereço de Email:   
Exemplo: susana@contoso.com

Senha:

Confirmar Senha:   
Digite a senha fornecida pelo provedor de serviços de Internet.

Configuração manual ou tipos de servidor adicionais

< Voltar **Avancar >** Cancelar

A new screen will open, enter the authentication by inserting your V.tal credentials (VT Network registration + Password):

**PS.:** Insert OTP if protection is activated in V.tal Pass.

Login Corporativo

Informe os dados abaixo

Login

Matricula

Senha  [Mostrar senha](#)

Tentar outra imagem

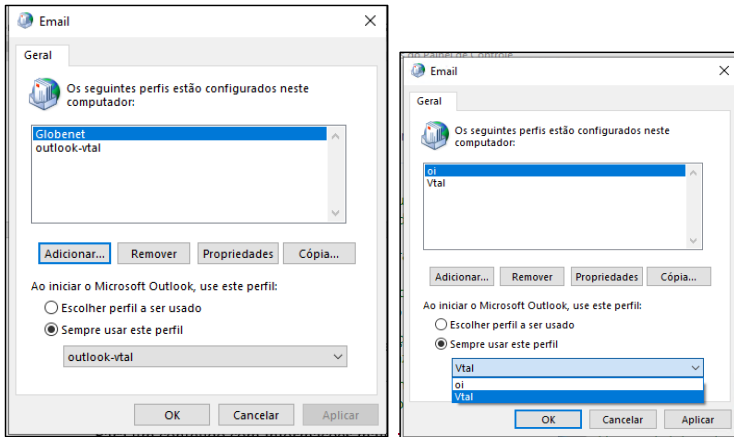
Capcha

Informe o texto da imagem acima

**Efetuar login**

Difficultades com o acesso? Clique aqui.

Completing the configuration, we recommend keeping the V.tal profile as default by checking the option 'Always use this profile'.



Done! Use V.tal's e-mail to send/receive messages and schedule meetings.

If you want to view your Globenet account information in the V.tal profile, you need to backup and connect the pst file of globenet mailbox.

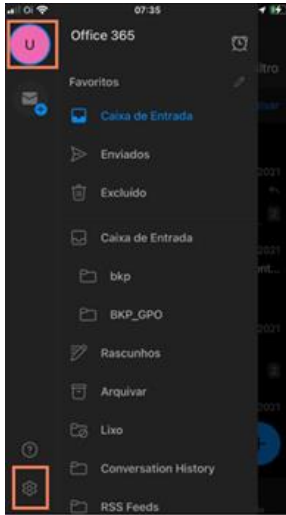
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### 3. How do I set up email on my cell phone?

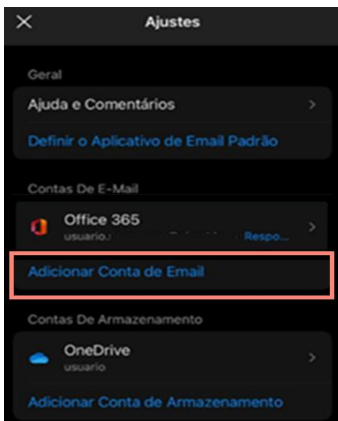
If you never used the application, download the 'Microsoft Outlook' app, on IOS 'App Store' and on Android 'Google Playstore', and then go straight to topic 'd'. Type V.tal's email and click on 'Add Account'.

If you already have the application installed with the Globenet email, but you want include the V.tal email, follow:

- a. Open the application installed in your cell phone > click on the user (photo), and the go to the settings:



- b. Click on the Globenet email, a screen will open, scroll to the bottom of the page and click on 'Add E-mail Account':



- c. A screen will open, click on 'Add Account', enter the new V.tal email address and 'Continue':



d. A new screen will open, enter the authentication by inserting your V.tal credentials (VT Network registration + Password):

**PS.:** Insert OTP if protection is activated in V.tal Pass.

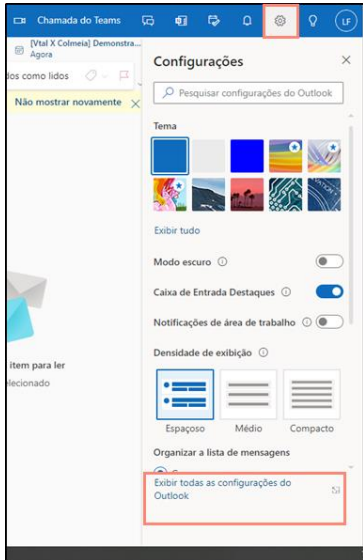


Done! Your V.tal mailbox is now set up.

## SUMMARY

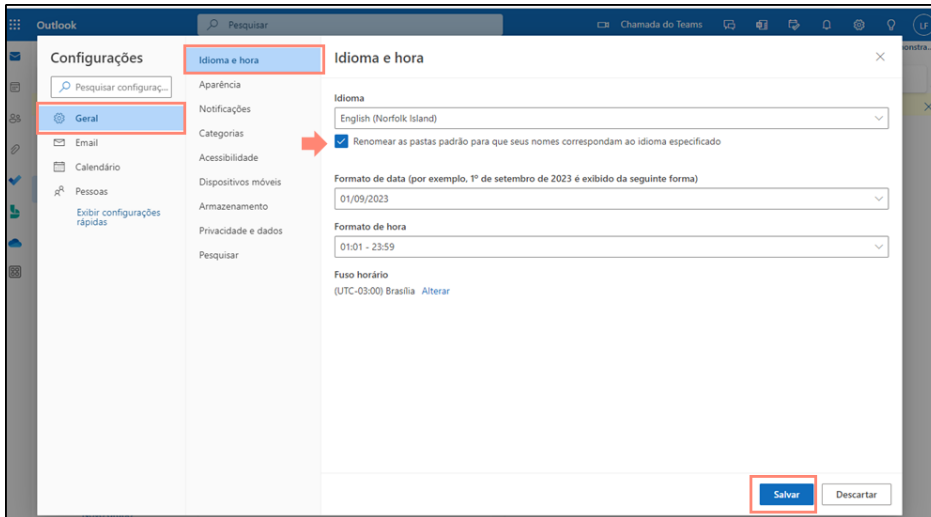
### 4. How do I set my preferred language and timezone?

- Access the e-mail via the web from the url <https://outlook.office.com/mail>;
- In the top tab, click on the gear icon and click on "View all Outlook settings":



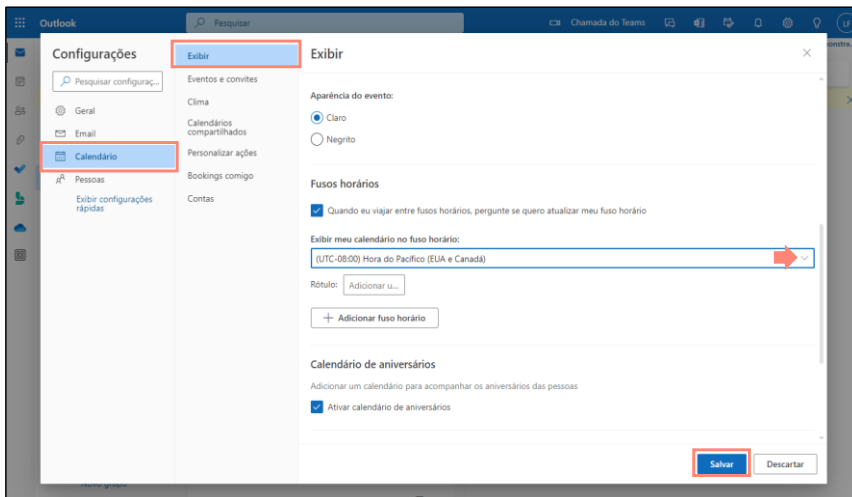
- c. On the settings screen, click on the "General" option. Under "Language and Time" and select your preferred Language. Check the box below to make the default folders correspond to the language specified.

On this page, set the date/time format and the time zone. Click " Save.





- d. On the settings screen, click on the "Calendar" option;  
Under "Time Zones" select your preferred time zone and click "Save".

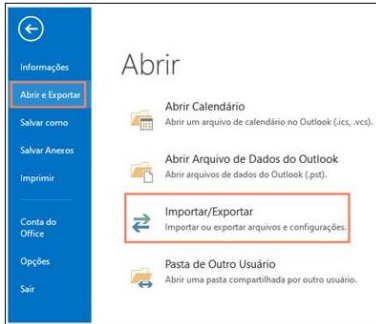


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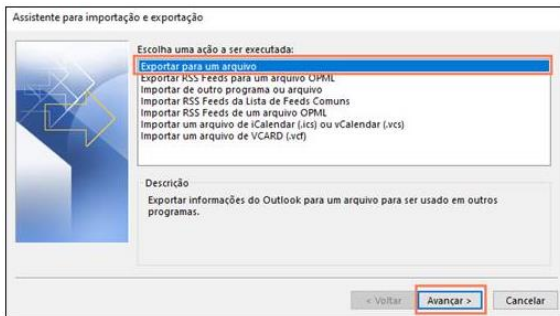
### 5. How do I create a backup (.pst) of my Globenet profile?

This procedure exports your data: messages, contacts and calendar.

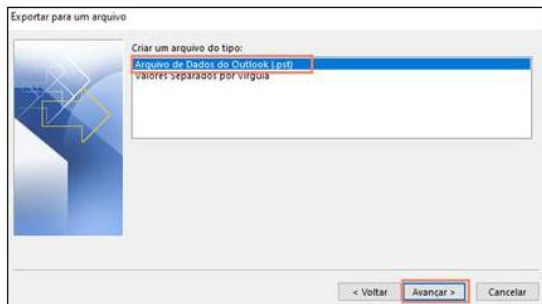
- a. Open your Outlook Globenet > click on 'File' and then go to 'Open and Export' > 'Import/Export':



**b.** An import and export wizard will open > click 'Export to a file' > Next:



**c.** Select 'Outlook Data File (.pst)' > Next:

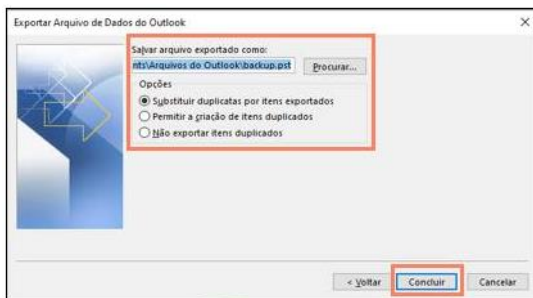


**d.** To save all the e-mails, click on your e-mail address that appears at the very beginning and check the 'include the subfolders' flag and then 'Next':



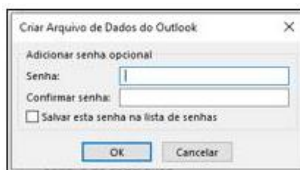
- e. In 'Save exported file as', by default your file will be directed to a folder 'Outlook Files', but in the 'Browse' button you can select the path of your preference and save in this location. Under Options select the flag 'Replace duplicates with exported items' > Finish.

Note: When saving you can rename the folder with the .pst files to your preferred name, for example 'backup-email')



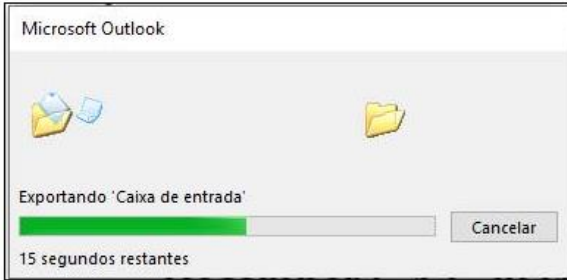
- f. An 'Add optional password' screen will appear, click 'OK' to proceed.

We do not recommend including a password, because once it is forgotten there is no way to recover it.

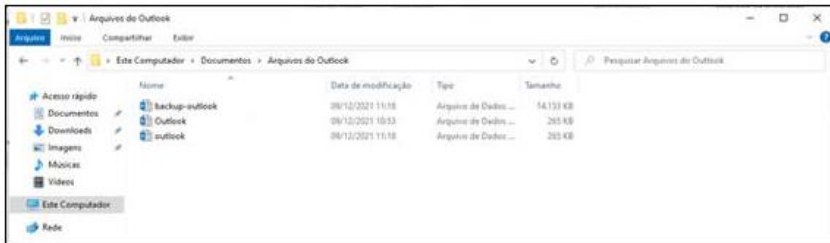


Depending on the volume of email, the data export time can last from minutes to hours.

While the export is taking place, do not handle the email to avoid errors.



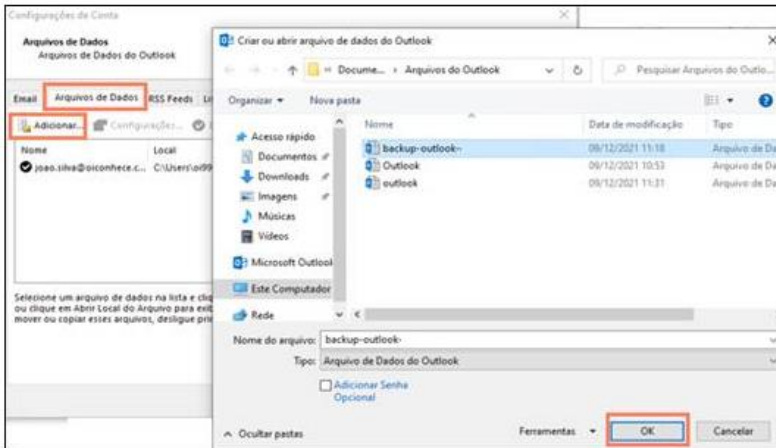
g. Once completed, go to the folder you selected to save the file to and confirm that it is in place.



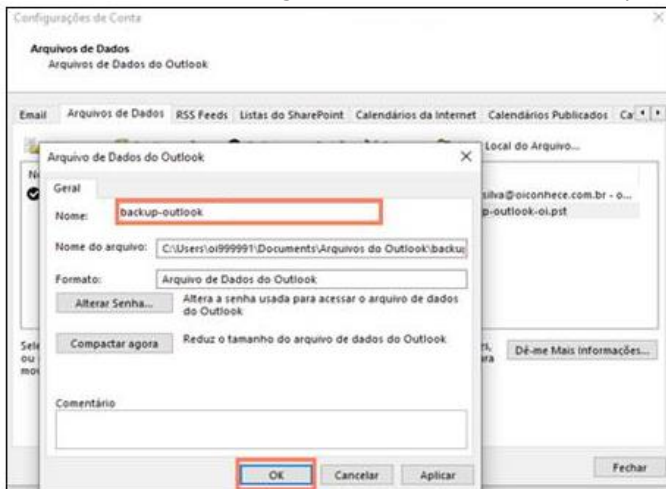
## 6. How do I configure the backup (.pst) of the Globenet profile in the new V.tal profile?

To view Globenet e-mail messages, perform the following steps:

- a. With Outlook open in profile V.ta1, go to 'File' > click 'Account Settings' Data Files > Add > Select the file created in the defined folder > OK:



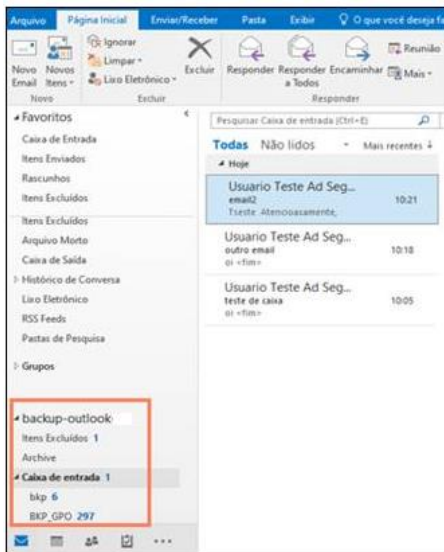
- b. The file will appear on the screen, for easier identification you can double-click on the file's 'Name' and change the nomenclature, see example:



- c. When saving in the above screen, the adjusted 'Name' will appear, just click close:



- d. The backup will appear on the Home Page, with the 'Box Name' that you enter. On this screen you can copy the Backup e-mails and paste them into your V.tal profile using CTRL+C and CTRL+V:



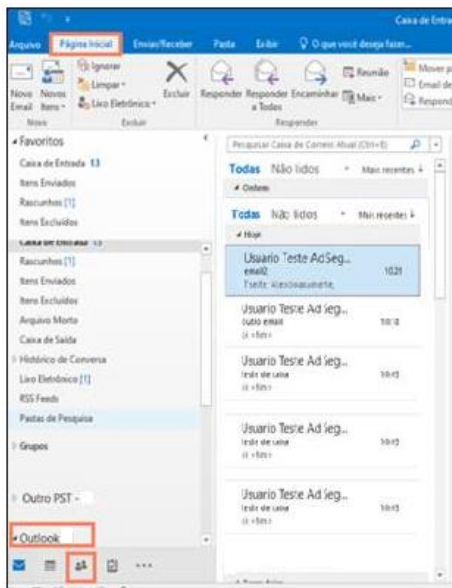
Done! The Globenet e-mail backup will appear in your new V.tal e-mail.

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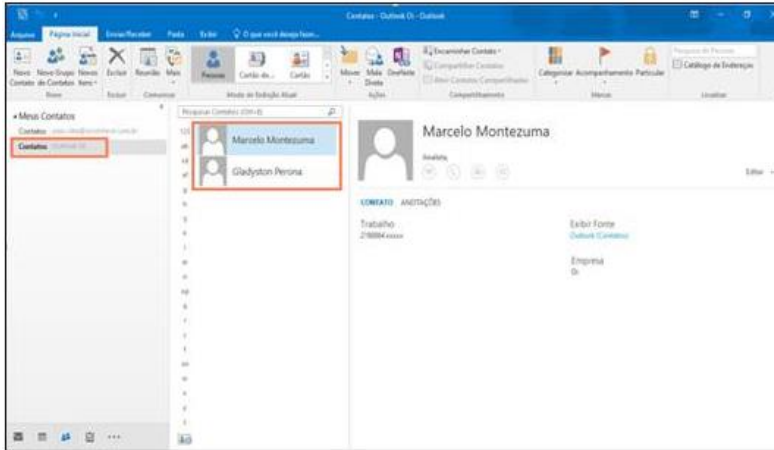
## 7. How do I copy contacts from the Globenet profile backup (.pst) to the V.tal profile contacts folder

If you want to copy contacts from your Outlook Globenet, follow the steps below:

- a. On the 'Home Page', with the Globenet backup open in the V.tal e-mail box, click on 'Contacts' (icon with two little figures at the bottom left).

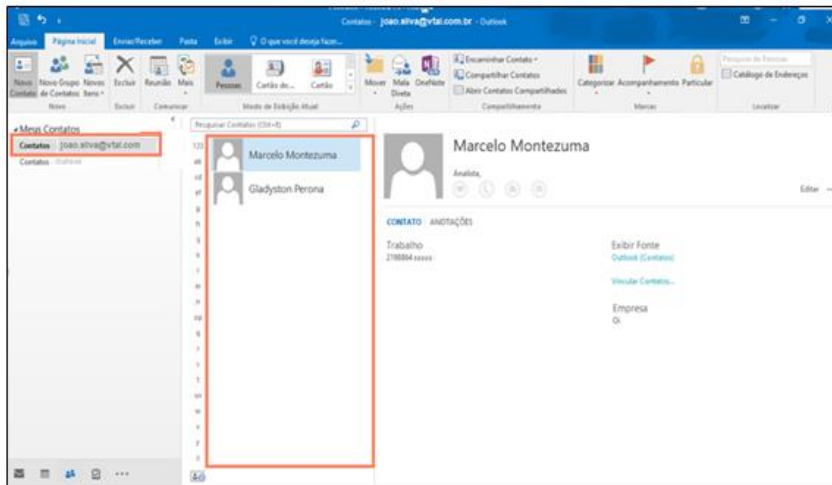


- b. In 'My Contacts', click on 'Globenet Backup Contacts' and the saved contacts will open on the screen.



c. Select the contacts and make a copy with CTRL + C;

Then click on the 'Contacts' folder of the V.tal e-mail and CTRL + V in the side panel:



Done! The contacts are now in V.tal account.

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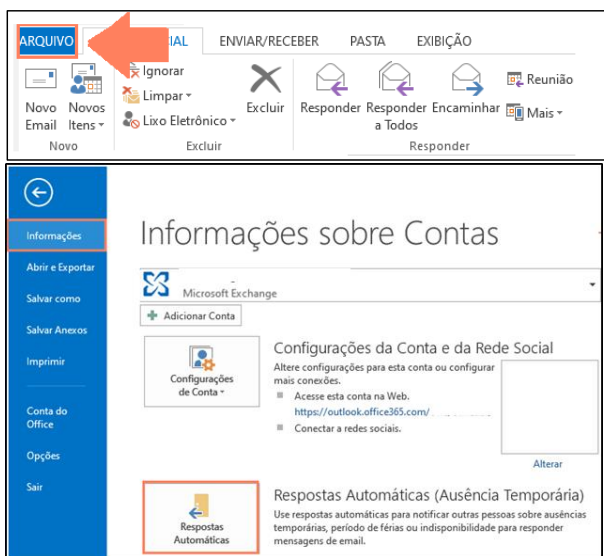


## 8. How to inform contacts about the e-mail change? Setting up an automatic message?

Your Globenet e-mail will have a rule that all new messages will be copied to the V.tal e-mail automatically.

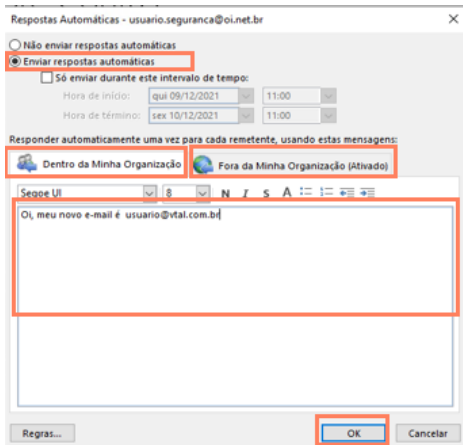
In addition to the above redirection, you can include an automatic reply in the e-mail. To do this, follow the steps below:

- With Globenet E-mail open, go to 'File' > Information > Auto Responders:



- Check the 'Send automatic replies' flag;
- Do not check the 'Only send during this time interval' flag;
- Under message, describe the new email;

The message addressed should count in the two tabs: 'Inside My Organization and 'Outside My Organization';



- Click 'OK' to complete the configuration.

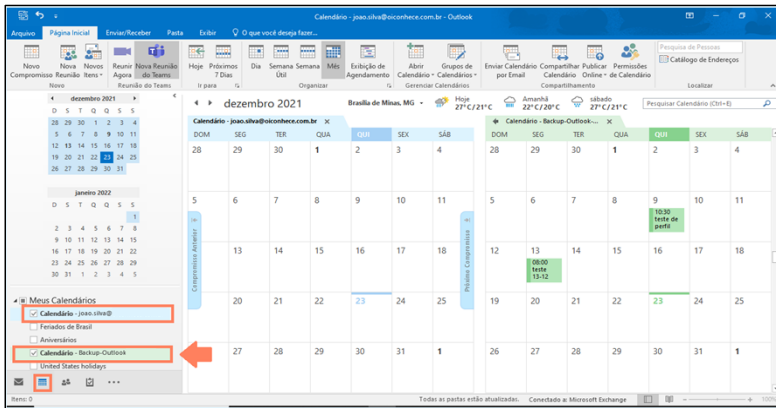
## 9. How my scheduled appointments on the Globenet calendar look like after I configure the V.tal e-mail account?

Your appointments will not be migrated to the V.tal e-mail:

- If you need to maintain continuity for a meeting on Globenet that you were the organizer, you will need to generate a new invitation from your V.tal box;
- If you were a guest of a Globenet meeting, ask the organizer to include your new e-mail account in the invitation.

To view them, in the V.tal account go to 'Calendar' and mark the Calendar flag with the name that you assigned to the Globenet backup. In the example used is: 'Calendar - backup-outlook':

Note: The Globenet calendar will be available for queries in your V.tal profile, provided you have backed up the data and imported it into the V.tal account during the email setup process. Do not forward or use this invites from the PST file and do not move/copy those items to V.tal calendar.



**10. I have an e-mail in the Globenet Box and I have already set up my V.tal e-mail. How do I reply to it?**

The V.tal e-mail profile only allows you to generate e-mails with the sender @vtal.com, it is not possible to reply with the equivalent e-mail @globenet.net, in this case reply with the new sender, so the destination starts using this new e-mail.

Sending e-mail with the sender @globenet.net will be blocked soon. So, preferably try to send/receive e-mails using the profile V.tal (sender @vtal.com).

**11. How do I reply to an e-mail that is in globenet .PST backup? A resposta do e-mail será com o remetente @vtal.com.**

If you need to reply an e-mail from globenet pst using the V.tal profile, the sender will be the @vtal.com, you can't answer with sender @globenet.net.

All recipients should be rewritten in email format as if they were an external user (delete the names that appear).

**12. Will Globenet's Distribution Lists-LDs/Shared Mailbox (PPs) be migrated to V.tal?**

No. No distribution lists or shared mailboxes (PPs) will be automatically migrated or recreated.

A procedure to create Distribution Lists and Shared Mailboxes (PPs) will be available soon.

**13. How do I create a Distribution List-LD/Public Folder-PP in V.tal?**

A procedure to create Distribution Lists and Shared Mailboxes (PPs) will be available soon.

SUMMARY