

Standard Operating Procedure – SOP for accessing archived emails

How to access archived emails/attachment from webmail

Introduction

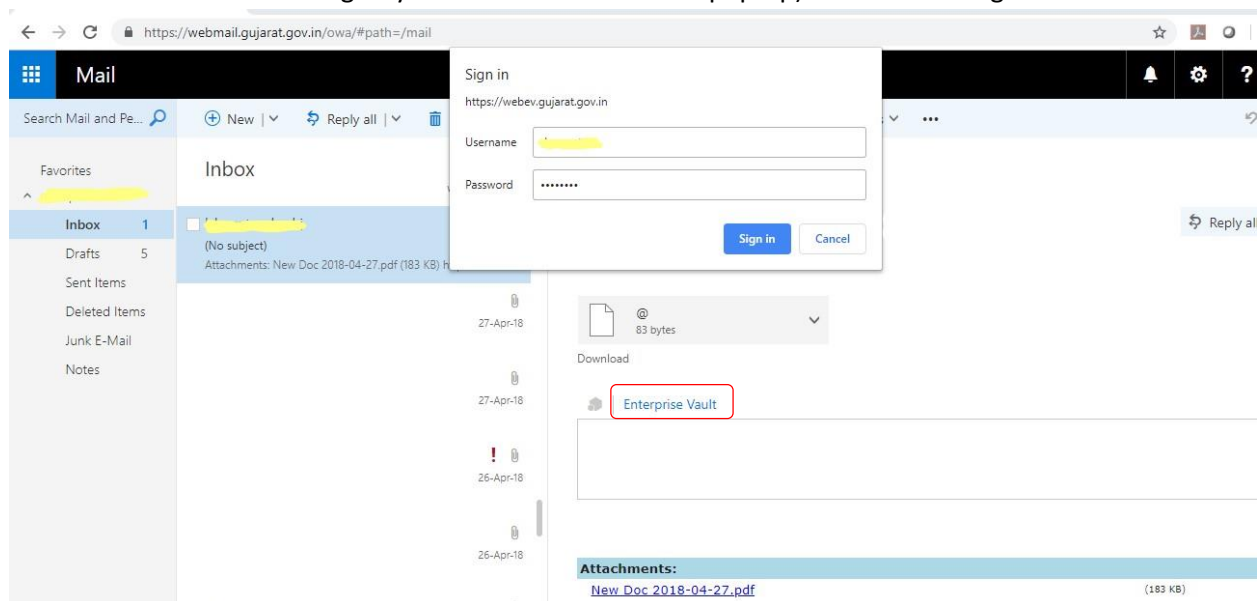
This document provides details about access archived/old mails or attachment from webmail or outlook

Input

We receive the request from Service Desk / End User

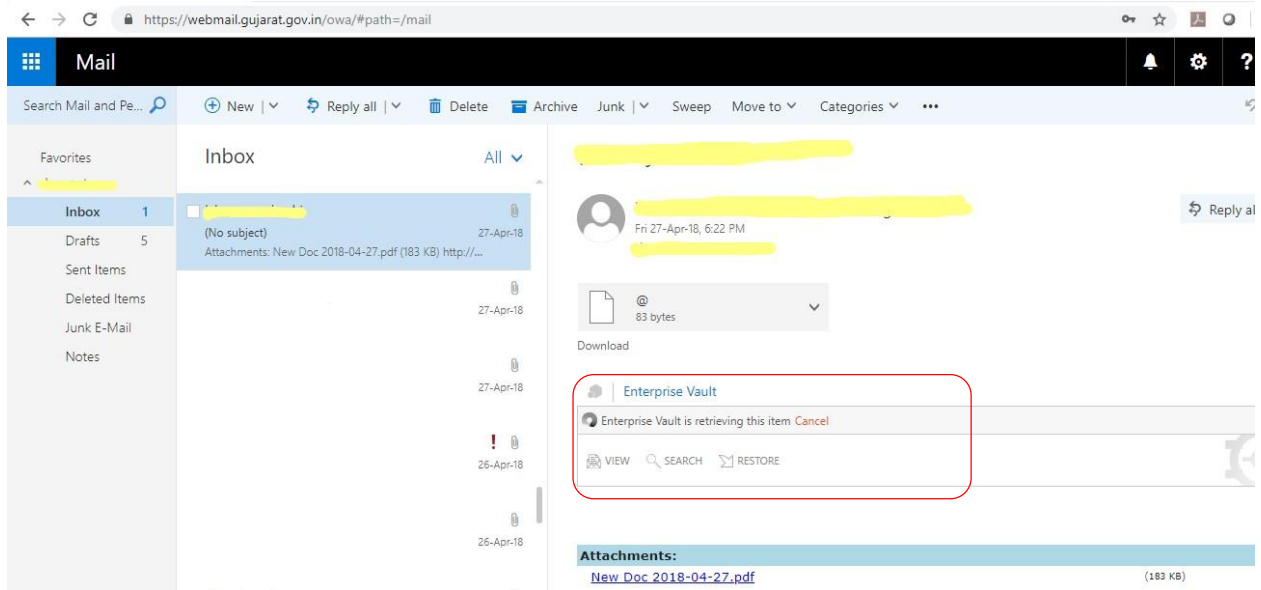
Steps

1. Logon to your mail account (<https://webmail.gujarat.gov.in>) with your user name and password
2. Go to particular mail on that you want to download attachment. Do not try to open attachment directly
3. The mail body will be shown in right window, click on “Enterprise Vault” from upper side of your mail body
4. A new pop-up window will be open, enter your user name and password (Allow pop-up window from browser settings if your browser has blocked pop-up) and click on “Sign In”

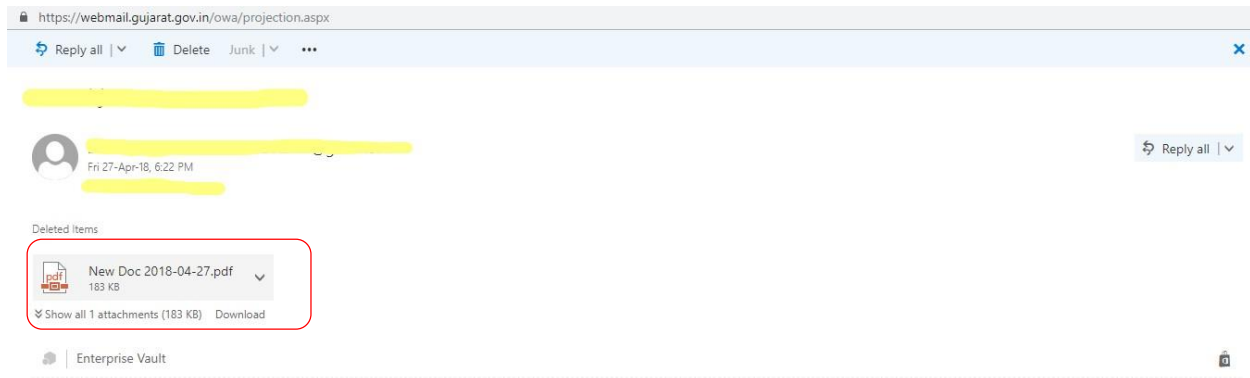


5. You will show a message “Enterprise Vault is retrieving this item” below Enterprise Vault button

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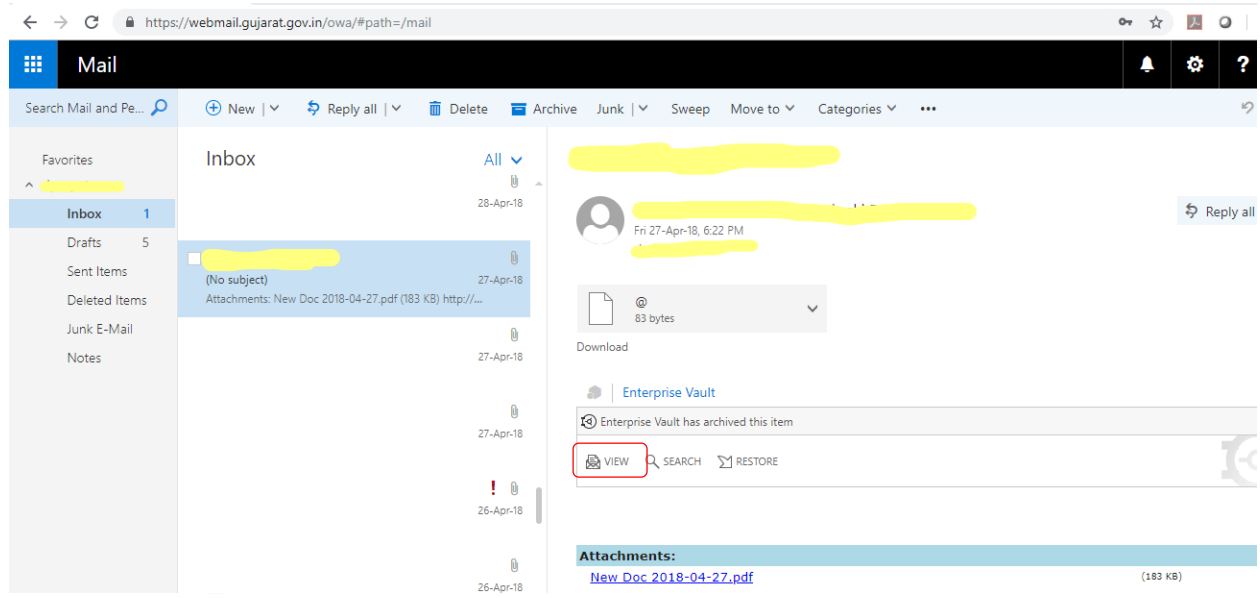


6. Your original mail will be open in a new window once the item has been downloaded from vault archival. Now you can show your attachment, click on “Download” to download the attachment



7. If the mail is not open automatically in new window then click on “View” button to open the item, or you can use “View” button to reopen the item

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Standard Operating Procedure – SOP for accessing archived emails

How to access archived emails/attachment from outlook

Introduction

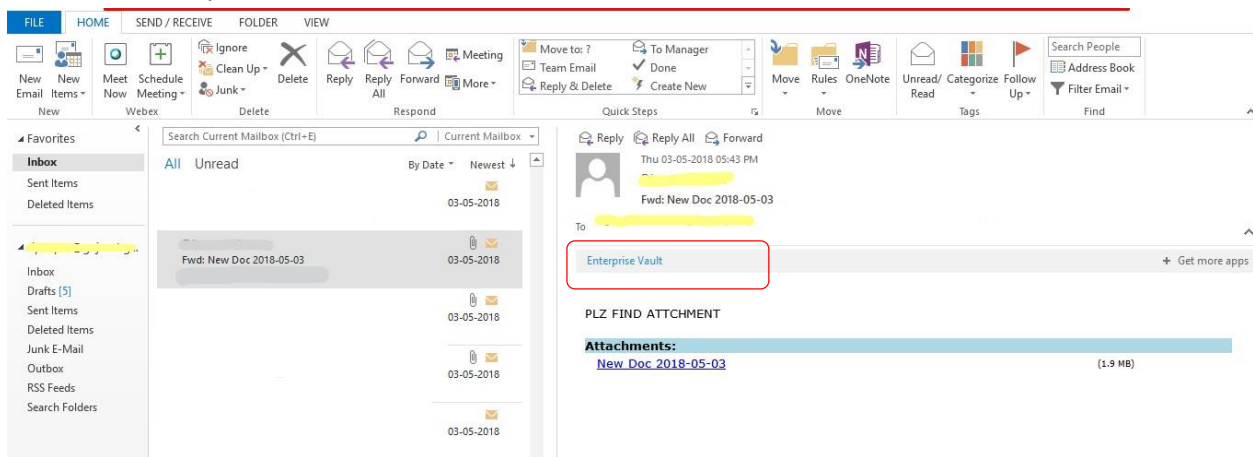
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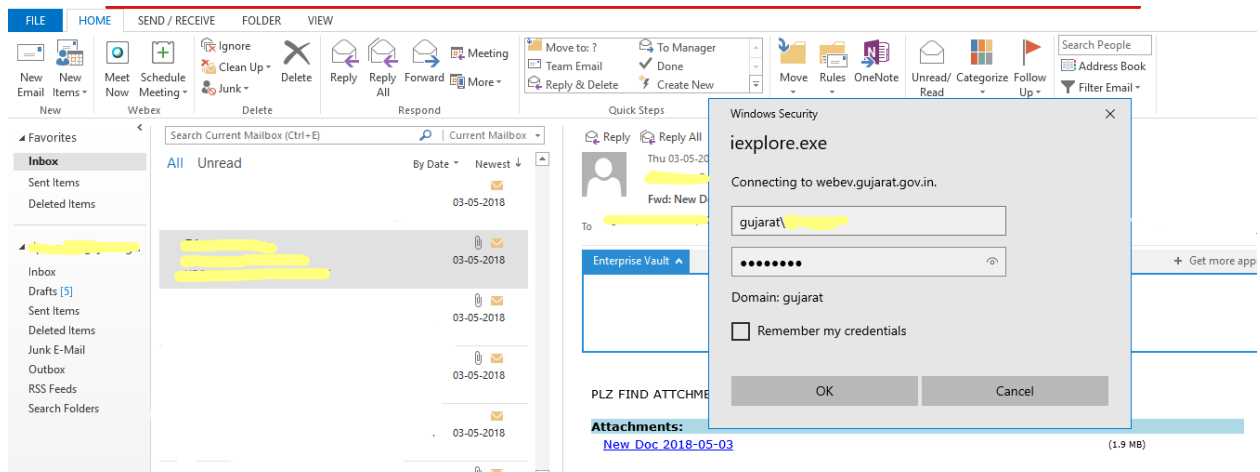
We receive the request from Service Desk / End User

Steps

1. Go to the mail on that you want to download attachment. Do not try to open attachment directly
2. The mail body will be shown in right window, click on “Enterprise Vault” from upper side of your mail body

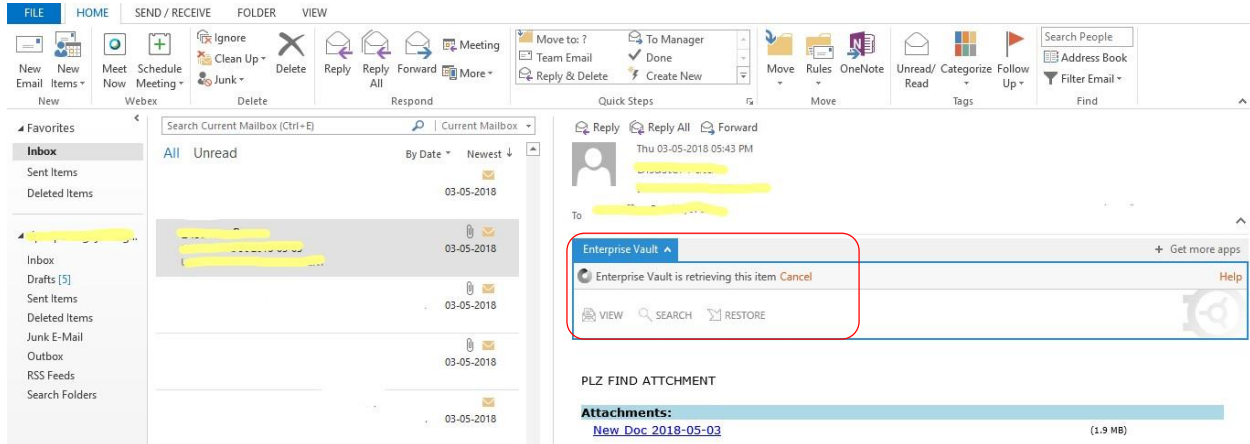


3. A new pop-up window will be open, enter your user name and password and click on OK

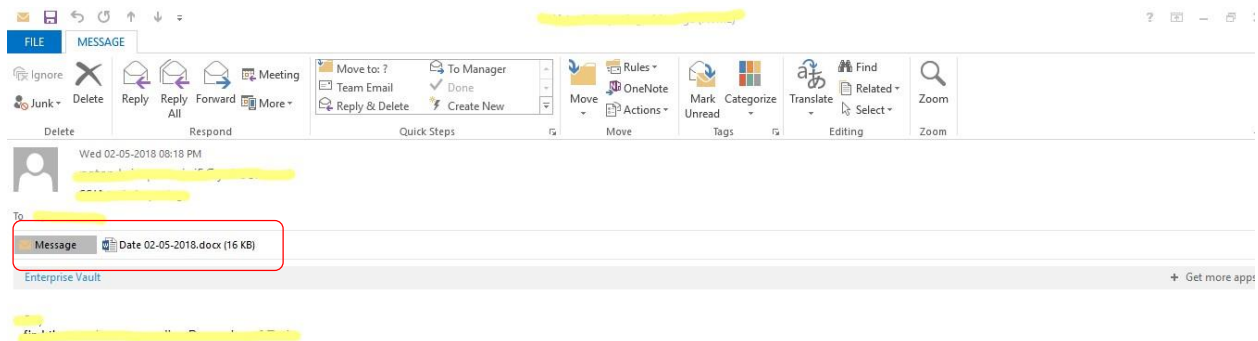


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