

TCS Xperience Program

Email Access Process

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EMAIL ACCESS PROCESS

For trainees the mail account can be mapped to below three mail boxes:

1. Exchange_Mail
2. Lotus_Webmail
3. O365_Mail

Please note on below points while making first login to mail boxes:

1. The link <https://myapp.tcs.com> will be used to access mails. This link takes Ultimatix Credentials and hence the login to <https://myapp.tcs.com> gets locked if wrong password is entered three times.
2. Associates while making first login to mails have to check which mail box is applicable to them.
3. To start with, first make login to Exchange_Mail then if login is successful then it is working.
4. If Exchange Mail login is not successful then you will be routed to the either O365 mail box (mail ids ending with @tcscomprod.mail.onmicrosoft.com), or Lotus_Webmail.
5. If none of mail boxes login is working and you are getting error “Something went wrong, A mail box couldn’t be found” then raise a ticket on Ultimatix under “IT services and Other” refer the document (S7.Raise IT service and others Ticket)

Three basic steps to be followed to access Emails after your employee ID is activated and you have successfully made first login into Ultimatix Portal:

1. Selecting the email/signature under My Profile in GESS on Ultimatix
2. Setting the password for INDIA domain on Ultimatix through password management.
(Applicable for Exchange_Mail and O365_Mail)
3. Setting the password for Webmail/Sametime on Ultimatix through password management. (Applicable for Lotus_WebMail)

STEPS TO ACCESS EMAILS THROUGH EXCHANGE MAIL

- a. Go to the link to TCS citrix server <https://myapp.tcs.com>.
Login using your Ultimatrix credentials i.e **Employee ID** and **Ultimatrix password**.

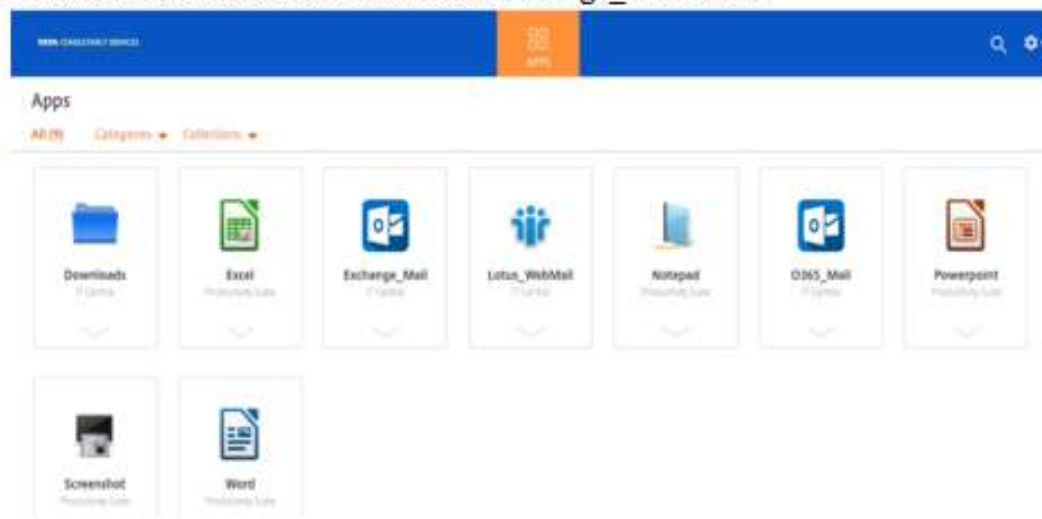


- b. You will again be redirected to the Ultimatrix login page. Then authenticate again into Ultimatrix by entering
Username: **employee ID** and click proceed
Then enter

Authcode: <authcode from authenticator app on your mobile phones>



- c. After successful login you will be at homepage of citrix server. Download Citrix Receiver OR use Citrix light version.
- d. Then Mail can be accessed from the **Exchange_Mail** icon.



- e. You will be redirected to the link <https://mail.tcs.com>



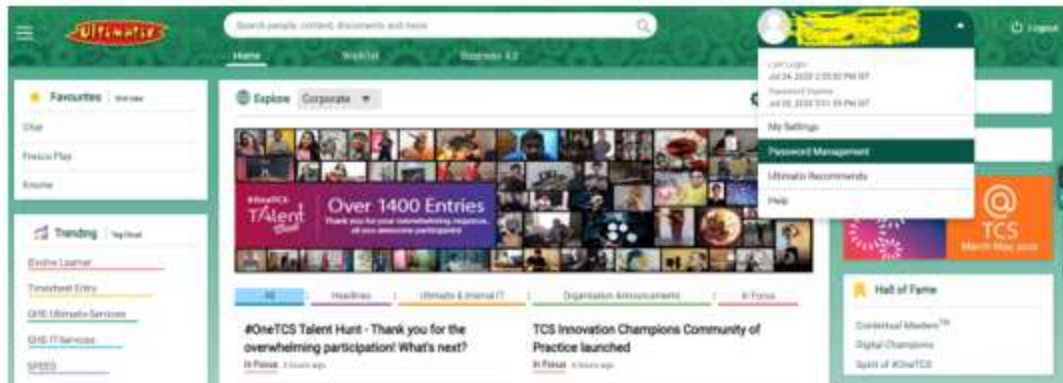
- f. Login into your mails for the first time using below credentials:
Username : <EmployeeID>
Password : <The new password that you set for INDIA domain from password management>

STEPS TO ACCESS EMAILS THROUGH LOTUS WEBMAIL

For accessing mails through Lotus_Webmail first associates have to set Webmail/Same time password through password management on Ultimatix.

Steps to set Webmail/Same time password

1. Log in to Ultimatix with Authcode go to **Password management** option (present at top right of the Home page) as shown below:



2. Go to **Webmail / Sametime Account Management**
Click on **“Reset Webmail/Sametime Chat Password”**

Webmail / Sametime Account Management

[Reset Webmail / Sametime Chat Password](#)

Use this feature to reset your Webmail password. Your Webmail password can also be use to log in to Sametime Chat, Global Meeting Center, TCS Meeting Center and Incident Management Tool.

Note: Once you change your Webmail password, you can access your Webmail after 30 minutes.

[Unlock Webmail Account](#)

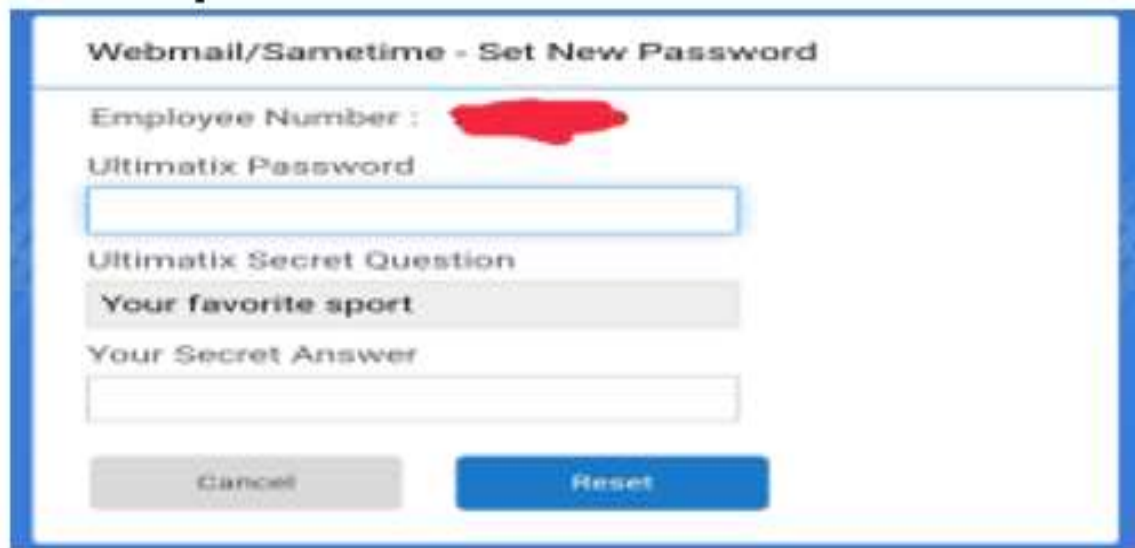
Use this feature to unlock your Lotus Webmail account if the account is locked. You can use your existing Webmail password after you use this feature. Note: Once you unlock your Webmail account, you can access your Webmail after 30 minutes.

For any issues, [Click Here](#) to raise a ticket. OR

For any assistance can call us at VOIP: 500 5555 IVR 1, US: 1-877-TCS-INDY (1-877-827-4639) IVR 1 (US Toll Free), India: 1800-267-6563 IVR 1 (Toll Free India)*, Other Countries: +91-80-67233733 IVR 1

*To be dialled from India only. Do not dial from Outside India.

3. Enter the required details and click on Reset



Webmail/Sametime - Set New Password

Employee Number : [REDACTED]

Ultimatix Password

Ultimatix Secret Question

Your favorite sport

Your Secret Answer

Cancel Reset

4. Set the new password and click on Reset



Webmail/Sametime - Set New Password [Help](#)

New Password

* Please do not use previous 3 passwords.

Confirm Password

Cancel Reset

Once the password is set successfully you will get the message of password set successfully. Take a note of this password as Webmail/Sametime password and use this further for logging into Lotus_WebMail.

STEPS TO ACCESS MAILS WITH LOTUS WEBMAIL:

- a. Go to the link to TCS citrix server <https://myapp.tcs.com>.
Login using your Ultimatrix credentials i.e **Employee ID** and **Ultimatrix password**.



- b. You will again be redirected to the Ultimatrix login page. Then authenticate again into Ultimatrix by entering
Username : **employee ID** and click proceed
Then enter
Authcode: <authcode from authenticator app on your mobile phones>



- c. After successful login you will be at homepage of citrix server. Download Citrix Receiver OR use Citrix light version.
- d. Then Mail can be accessed from the **Lotus_WebMail** icon.



- e. You will be redirected to the link <https://webmail.tcs.com>



- f. Login into your mails for the first time using below credentials:
Username : <your webmail mail id >
Password : <The new password that you set for Webmail/Sametime from password management in the previous step>

STEPS TO ACCESS EMAILS THROUGH O365 MAIL

- a. Go to the link to TCS citrix server <https://myapp.tcs.com>.
Login using your Ultimatrix credentials i.e **Employee ID** and **Ultimatrix password**.



- b. You will again be redirected to the Ultimatrix login page. Then authenticate again into Ultimatrix by entering
Username : **employee ID** and click proceed

Then enter

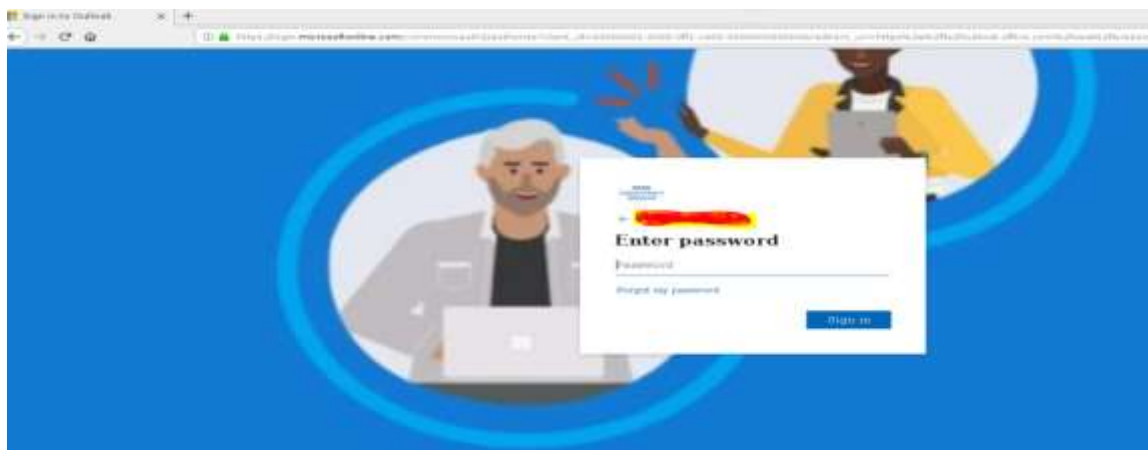
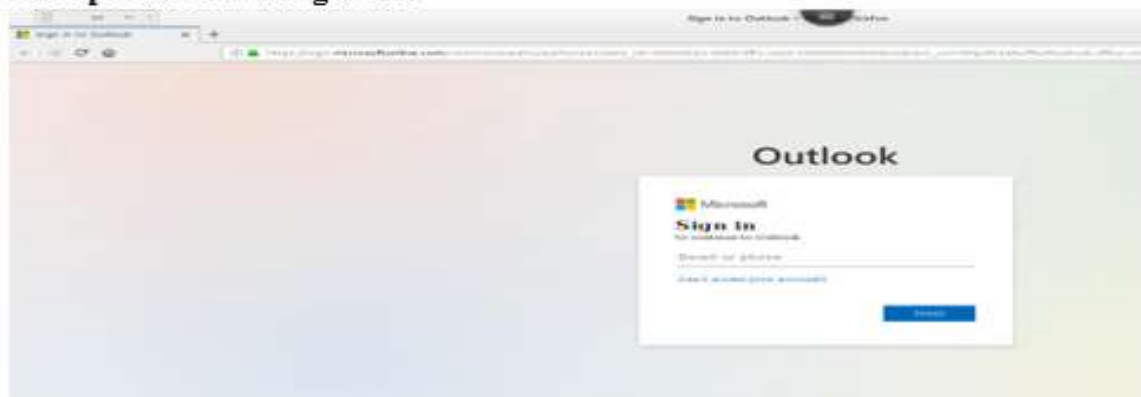
Authcode: <authcode from authenticator app on your mobile phones>



- c. After successful login you will be at homepage of citrix server.
Download Citrix Receiver OR use Citrix light version.
- d. Then Mail can be accessed from the **O365_Mail** icon.



- e. You will be redirected to the link <https://login.microsoftonline.com>
Login into your mails for the first time using below credentials:
Email : <employeeID@tcs.com>
Enter Password : <The new password that you set for INDIA domain from password management>



For the first time login in O365 [mail boxes](#) after your password is verified successfully you will asked for **Additional security Information**:

Three ways of doing are explained as below:

- **The first way to do is by Mobile App (Most Preferred Way)**

1. Under How should we contact you: Select Mobile App
(A popup window appears in which you have a Unique QRcode which need to be scanned from the Microsoft Authenticator App(To be installed from Playstore or Apple store on your mobile phones)
2. Once you Installed the app on your mobile phones, click on add account > scan the QR Code shown on the desktop/laptop screens.
3. Now a unique account added in your authenticator app named "TCS COM PROD"
4. From the TCS COM PROD account you will have one-time password which will be used as verification code for accessing the webmail.
5. After configuration of the mobile app, select **Use verification code** on desktop/laptop screen and click on the **Next** button.
6. In the next page enter the verification code.
7. After confirmation, it will ask you to enter your mobile no based on region for additional security. After adding the details, you will be redirected to your webmail.
8. If you encountered error such as "**Something Went Wrong**" just refresh the page or sign-out and login again

- **The second way is by doing call in mobile verification**

1. Enter your mobile number which is to be used for authentication and is your phone number
2. You will get call from "Microsoft Authentication" for call in verification". Accept the call and listen to message. You will be asked to enter **Pound "#"**.
3. Enter # and cut the call. Once call in verification is successful you will be redirected to the homepage of the mail
4. If you encountered error such as "**Something Went Wrong**" just refresh the page or sign-out and login again

- **The third way is by entering OTP received on your mobile number**
 1. Enter your mobile number which is to be used for authentication and is your phone number.
 2. You will OTP on your mobile phones in SMS.
 3. Enter that OTP and once mobile number verification is successful you will be redirected to the homepage of the mail
 4. If you encountered error such as “**Something Went Wrong**” just refresh the page or sign-out and login again