

Dear User,

Kindly go through this step-by-step guide carefully. It is recommended that you save this manual for future reference. This upgrade is for desktop and laptop. BlackBerry users will receive additional instructions through a separate e-mail.

Pre-Upgrade procedures (To be completed before 3rd September, 2011):

- While your email address remains unchanged, you will need to use a new password to login after the system upgrade.
- The new password will be emailed to you before the actual upgrade. Please contact local engineer or IT Service in case you haven't received the password.
- Please download all mails to your desktop/ laptop before the start of mail server downtime (i.e. download mails around 8 pm if the downtime begins at 10 pm. Desktop users can leave their systems on power mode, if possible). Schedule for the mail server downtime will be intimated to you separately.
- Plan to be present in office early morning on 5th September, 2011 for the upgrade. It is recommended that you upgrade to the new mail account for the first time from office network.

During Upgrades:

- E-mail services will be unavailable during the upgrade downtime (approx 12 hours). During this period you will not be able to send/receive any e-mails.
- Mails sent to your e-mail address during this time will not get lost, but might get delayed in reaching your mail box.

Post Upgrades:

- 1. Procedure for login to the new e-mail account for the first time through office network – LAN (Monday 5th September, 2011. 08:00 hours onwards):**
 - While upgrading to your new e-mail for the first time. It is strongly recommended that you should use the office network (LAN) from your assigned laptop/desktop.
 - You should power up or restart your desktop/laptop connected to LAN and login using your regular domain id and domain password. During this login process the system will automatically reconfigure itself to the new email account.
 - To access your e-mails, start Outlook using the new e-mail password and login to the new upgraded email account.
 - You can change your password on <https://mail.tatacapital.com> immediately after the first login.
 - If you face any issues logging in for first time, please contact the Support Desk as per details provided in the Annexure.
- 2. Procedures for login to the new mail account for the first time – from non office location (Monday 5th September, 2011. 08:00 hours onwards):**
 - Ensure that Outlook or any other programs are not running.
 - Login to the Intranet home page and click on Mail Upgrade link.
 - The system will automatically reconfigure itself to the new email account.
 - To access your emails, start Outlook using the new email password and login to the new upgraded email.
 - You can change your password on <https://mail.tatacapital.com> immediately after the first login.
 - If you face any issues logging in for first time, please contact the Support Desk as per details provided in the Annexure.

Annexure:

IT Support Contacts

#	Level of contact	Name	Phone Number	Mail ID
1	First level	Please contact your local IT service support at your location. For locations with no IT Support engineers, kindly contact our central support service desk (Hyderabad)	040-66027799	ITService@tatacapital.com
2	Second level	Ravi C (Western Region)	022-67459143	Support.West@tatacapital.com
		Rajeev Kumar (Northern Region)	011-66276047	Support.North@tatacapital.com
		Krishna Mohan (Southern Region)	040-66027760	Support.South@tatacapital.com
		Kamal Hasan (Eastern Region)	033-66522337	Support.East@tatacapital.com
3	Third level	Vivek Chavan	022-61827215	Vivekc.HCL@tatacapital.com
		Narendra Prabhudesai	022-67782775	Narendra.Prabhudesai@tcs.com
4	Fourth level	Bipin Joshi	09223369029	Bipin.Joshi@tatacapital.com
		Puran Singh	09029038215	Puran.Singh@tatacapital.com
5	Fifth level	Devdatta Roy	09223365617	Devdatta.Roy@tatacapital.com