NCMail:

Managing Your Windows Mobile Device through Outlook Web Access (OWA)

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This document covers managing your Windows Mobile device through Outlook Web Access or OWA. Through OWA you can remove devices you no longer use, wipe your device clean in case it gets lost or stolen and recover your PIN if you have forgotten it. This guide does NOT show you how to use your Windows Mobile device. See your device’s documentation for further information.

The syntax used in this document is as follows:

**Boldface** = Names of input fields such as text and check box names.

**Boldface and Italic** = Input expected from user.

If you have any questions please direct them to your local Customer Service Center, Helpdesk or Local NCMail administrator

If your questions cannot be answered by your local contact, your local contact can open a ticket with the ITS Customer Service Center by telephone at 919.754.6000 or 1-800-722-3946 or email at ITS.incidents@its.nc.gov.

Our staff will be happy to answer any of your questions.
Managing Your Windows Mobile Device through OWA

Mobile Devices

Use the Mobile Devices options to manage the mobile devices for which a partnership has been configured with the Exchange server. On this page, you can:

- Remove the partnership that your mobile device has with the Exchange server.
- Initiate a remote device wipe to protect information on your mobile device.
- View your device recovery password.
- View device synchronization details.

Security Guidelines

Your mobile device carries lots of sensitive information. It should be guarded closely to prevent information on your device from being stolen or misused.

When you replace a device with a new one, such as when you obtain a new cellular telephone or PDA, you should wipe the information off the mobile device and remove the device from the list of mobile devices in Outlook Web Access. By doing both, you can almost guarantee that if the device is lost and then found by someone else, they will not have access to the data that was stored on it.

To begin managing your device first sign onto OWA by going to https://mail.nc.gov.

Once signed in click on the Options button in the top right corner.
Click on the **Mobile Devices** menu as shown at left.

**Remove Device from List**

You will want to remove a device from the mobile device list in the following situations:

- When you still have the device but you are no longer using it to synchronize with your Exchange mailbox.
- When the device was recently wiped and the partnership with the Exchange server must be fully removed.

**Note:** If you want to reuse a device that has been wiped, you must first remove it from the list and then establish a new partnership with the Exchange server.

**To remove a device**

1. Select the device that you want to remove.
2. Click **Remove Device from List**.
3. Select **OK** when you are prompted to confirm that you want to remove the device as shown below.

If you remove a device without first wiping it, all the information that is on the device at the time that you removed it remains on the device. To restore the relationship between the device and the Exchange server, synchronize the device with the server.
If you are not going to use the device again or if there is any chance that another person will use it, wipe the device before you remove it. If you have already removed it from the mobile device list, but have not wiped it, you can add it back to the list by synchronizing from the device. Then you can wipe the device and remove it from the mobile devices list.

Remove the Exchange Partnership from a Mobile Device That Has Been Wiped

If you used the remote wipe in Outlook Web Access to clear all information from a device and you want to resume using it to synchronize with your mailbox, you must first remove the device from the mobile device list in Outlook Web Access. After you remove the device from the list, you can initiate synchronization with your mailbox from the device to re-create the partnership between your mailbox and the device.
Wipe All Data from Device

If your device is lost, stolen, or otherwise compromised, you can issue a remote wipe command in Outlook Web Access. This command erases all data on the mobile device.

To wipe all data from a device

1. Select the mobile device that you want to wipe.
2. Click **Wipe All Data from Device**.
3. Click **OK** when you are prompted to confirm that you want to wipe all data from the device as shown below.

**Note**: After you wipe a device, you must remove it from the list of mobile devices. If you recover the device, you can add it back by initiating synchronization from the device.

Your mobile devices frequently store sensitive data. If you lose a device, wiping all data from the device protects that data by removing it from the mobile device. All synchronized information and personal settings are wiped from the device. **This returns the device to the original factory settings.** It is also a good practice to wipe a device that you are no longer using.

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**Mobile Devices**

Manage your mobile devices here.

You can remove devices that you are no longer using. If you forget your device password, you can access it here. If you lose your phone or mobile device, you can initiate a remote device wipe to protect your information.

To add a new device, log in with Microsoft Exchange and the device will appear in the list below.

<table>
<thead>
<tr>
<th>Device</th>
<th>Last Sync Time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>PocketPC</td>
<td>9/28/2007 9:51 PM</td>
<td>X</td>
</tr>
</tbody>
</table>

**Wipe All Data from Device**

Are you sure that you want to wipe all data from your device?

More Information... OK Cancel

After the device wipe is complete, remove the device from the list.
Display Recovery Password

Use Display Recovery Password if you forget the device password (PIN) for a device. Outlook Web Access generates a recovery password that you can use to access the device and create a new device password. The prerequisites for using this tool include the following:

- Your server administrator must enable the Recovery Password function on the Exchange server.
- You must enable the Recovery Password feature on your mobile device. This requires that the device is running Windows Mobile 5.0 Messaging and Security Feature Pack or a later version.

To display the recovery password

1. Click **Display Recovery Password**.
2. The recovery password appears in a pop-up window.
3. Enter the recovery password on the device.
4. The device will prompt you to create a new device password.