Emergency Access to Your Email

The Emergency Messaging Systems (EMS) are activated for the Firm in the event of a disruption with our primary email system. When this service is activated, all email being sent to White & Case users can be accessed through a secured Web interface. Users can send and receive email, access their contacts and calendar, and send/receive file attachments until normal email service is restored.

EMS Registration

Some of your contact information is already stored in EMS. Additional contact fields have been added to ensure that the Firm can successfully notify employees in the event of an urgent situation. The instructions below describe how to log into EMS, define your contact information, work hours and the order in which contact methods (telephony, email, etc.) should be utilized.

For a notification to reach your personal devices, you must first (1) register your devices with EMS; (2) add your devices to your notification profiles; and (3) update your date and time preferences.

Accessing EMS

Step 1: From your browser, go to http://dr.whitecase.com. The EMS-Message One login screen displays.

> → You may also access EMS directly from http://remote.whitecase.com. Click the Emergency Messaging Systems (EMS) link.

Step 2: Enter your White & Case email address in the **Email address** field.

Step 3: Enter your network password in the **Password** field.

Step 4: Click **Login**. You are now logged into the EMS system.

> → The system will automatically log you out after 30 minutes of inactivity.

Part One: Adding Your Devices to EMS

Step 1: From the EMS main screen, click the **Notification Options** link. The **Notifications Options** page displays.

Step 2: From the User Editor pane, select **Notification Devices.** A list of Notification Devices displays.

Step 3: Select the device (e.g., "Home Phone") you wish to configure or edit.

Step 4: From the Notification Devices toolbar, click **Edit/Configure**. The Edit Standard [name of device] Device dialog displays.

Step 5: Edit as needed and click **Save**. The device information is updated.

> → Configured devices are displayed in black font and unconfigured devices are displayed in red font. Only configured devices are ready to receive a notification.

Notification Options Toolbar

- **New -** adds a custom email, phone, or fax device to be configured in the Notification Devices list.
- **Delete/Reset -** unconfigures a selected device.

- **Disable** - renders a selected device inactive.
- **Enable** - activates a selected disabled device.

Part Two: Adding Your Configured Devices to Your Notification Profile

Your personal escalations provide the system with the order in which to try the devices you configure in case of emergency.

Step 1: From the User Editor pane, select **Notification Profiles**. The Notifications Profile screen displays the three profiles: After Hours, Business Hours, and Weekend.

Step 2: Select the profile you wish to update (e.g., **After Hours**) and click **Configure**. The Edit Notification Profile dialog box displays.

Step 3: From the **Drag Devices to Profile** pane, select a configured device (e.g. "Home Phone") and drag it to the **Profile: [name of profile]** pane.

Step 4: Repeat the above steps until all the devices display in the desired order in the **Profile: [name of profile]** pane.

Re-arranging the Order

Step 1: From the **Profile** pane, select a device.

Step 2: Drag the selected device either up or down.

Adding Delay Notification Option

Step 3: To add a delay before a device is activated during a notification, from the **Drag Devices to Profile** pane, drag the **After [#] minutes escalate to item** over to the **Profile** pane.

Step 4: To change the delay time, select the **After [#] minutes escalate to** and click **Edit**. The Edit/Delay dialog box displays.

Step 5: Enter the time delay desired and click **Save**.

Step 6: Repeat the above process for the remaining profiles (Business Hours and Weekend).

→ Click **Remove** to remove a selected device from the notification profile.

Part Three: Updating your Time and Date Preferences

Step 1: In the User Editor pane, select Time and Date Preferences.

Step 2: Click **Edit**. The Edit Time and Date Preferences screen displays.

Step 3: Click the **Time Zone** drop-down list and select the appropriate time zone to your region.

Step 4: Update other settings as needed.

Step 5: Click **Save**.

Logging Out Of EMS

When finished, click **Log Out** from the upper-right part of the EMS main screen.

→ The system will automatically log you out after 30 minutes of inactivity.

EMS Continuity Mail

When your office's primary email system is unavailable, EMS Continuity Mail enables you to send and receive email, view and search your contacts and calendar, and send/receive file attachments via MessageOne’s secure Web interface. Attorneys will see 60 days of past email, plus all new email; non-attorneys will see only new email.

→ EMS Continuity Mail is not intended to be a fully-integrated replacement for Outlook.

If EMS is active and the Continuity Agent is already installed on your Blackberry, you can send and receive email normally with your device. To check if the Continuity Agent is on your device, the following icon may be found either directly on your main screen or by clicking the **Applications** button  and scrolling to locate it:

Image: EMS Continuity Agent icon on your BlackBerry

→ For some BlackBerry users, the EMS Continuity Agent may be found in your **Downloads** folder .

Users in offices that do not use the Continuity Agent may consult the appropriate *Part II-Setting up your [Carrier Name] Blackberry Quick Card*, which is available on the Firm Intranet.

Logging into EMS Continuity Mail

From your browser, go to http://dr.whitecase.com. The EMS-Message One login screen displays.

→ If a Security Alert prompt displays, click **Yes** to proceed.

Step 1: Enter your email address in the **Username** field.

Step 2: Enter your network password in the **Password** field.

Step 3: Click **Login**. You are now logged into the EMS system.

A prompt, "The EMS for White & Case, LLP is active" displays.

Step 4: To view your email, click **CHECK E-MAIL** or **Access your e-mail**. The EMS Continuity Mail window displays.

Viewing Email

Click the **Inbox** folder. Your email displays.

The following items are arranged across the top of the screen:

- **Inbox** – displays email in the Inbox.
- **Message** – allows you to send a new message (see Sending a New Email).
- **Search Current Mail** – allows you to search for current email within EMS.
- **Options** – Allows you to customize your settings.
- **Exit** – exits you from EMS Continuity Mail.
- **Log out** – logs you out of EMS.

The following options are arranged across the top of the **Inbox**:

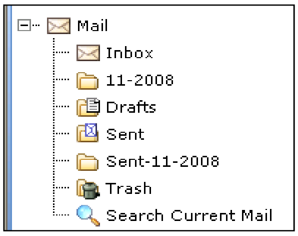
- **Refresh** – refreshes the display.
- **Search** – allows you to search the Inbox.
- **Select** – allows you to select email according to specified criteria.
- **Mark As** – allows you to mark email according to specified criteria (for example "read" or "unread").
- **Move** – allows you to move the selected email to the **Drafts**, **Sent**, or **Trash** folder.
- **Copy** – allows you to store a copy of a selected email in a specified folder.
- **Delete** – deletes the selected email.
- **Delete All** – deletes all email in the folder.
- **Forward** – forwards the email to another recipient.
- **View** – allows you to view multiple email in a single scrolled view. Click **Back to Inbox** to restore the default view.

Under the **Mail** folder, the following subfolders are displayed:

- **Inbox** – displays incoming email.
- **Drafts** – stores draft email.
- **Sent** – stores sent items.
- **Trash** – stores deleted items.
- **Search Current Mail** – allows you to search for current email within EMS.

Click the desired folder, as needed.

- Attorney's folder list example:



- Non-attorney's folder list example:

→ Attorneys will see 60 days' worth of historical email displayed in two additional folders: one folder will display underneath the **Inbox** and another folder will display underneath the **Sent** folder. Non-attorneys will not have these additional folders.

Sending a New Email

Step 1: Click **New Message**. The New Message dialog box displays.

Step 2: Click **To**. The Address Book dialog box displays.

Step 3: Either scroll through the list, or enter the recipient's name in the **Find** field and click **Search**. The found name displays.

Step 4: After selecting the desired name, click **To**, **Cc**,or **Bcc**, as desired.

Step 5: Click **OK**. The New Message window re-displays.

Step 6: Enter a **Subject** and write the message.

→ To add an attachment, click **Browse** (in the **Attachments** area) and double-click the file to be attached.

Step 7: Click **Send Message**.

→ **Cancel Message** cancels the email. **Save Draft** stores an unsent email in the **Drafts** folder. **Check Spelling** runs a spell check on the message. **Request a Read Receipt** asks the recipient for a read receipt. **Special Characters** brings up a limited library of special characters that can be copied and pasted into the email. **Switch to HTML composition** allows for an HTML email to be composed. This toggles back to **Switch to plain text composition**. The **Priority** drop-down allows you to mark an email as **High**, **Low**, or **Normal** (default).

Viewing Contacts

→ All contacts, even if they are stored in separate folders in Outlook, display in **My Contacts**.

Step 1: Click the + sign in front of the **Contacts** folder. The **Contacts** folder expands to display the **My Contacts** subfolder.

Step 2: Select the **My Contacts** folder. The **My Contacts** subfolder displays.

→ If a list is too long to display, it will be truncated.

Step 3: The following items display across the top of the **Contacts** list.

- **Browse** – allows you to view and search for a contact. You can also click the first letter of the contact's first name to sort the list.
- **Search** – Allows you to search for a contact. See *Searching for Contacts* below.
- **Import/Export** – allows you to export the **Contacts** folder.
- **Options** – allows you to adjust customize your settings.
- **Exit** – exits you from EMS Continuity Mail.
- **Log out** – logs you out of EMS.

Searching For Contacts

Step 1: Click the Contacts folder. The Contacts folder displays.

Step 2: Click **Search**. The Search Contacts dialog box displays.

Step 3: Select **My Contacts** from the **From** drop-down list, and **Name** from the **Find** drop-down list.

Step 4: Enter the contact name in the **Matching** field and click **Search**. The contact displays.

→ You can also search by email address by selecting **Email** from the **Find** drop-down list. Clicking **Advanced** brings up a dialog box with additional search fields.

Viewing the Calendar

Click the **Calendar** folder. The Calendar displays.

→ The Calendar features the following views: Day, Work Week, Week, Month, Year, along with the following options:

- **Today** – displays today's date.
- **Goto** – displays a pop-up calendar. Click the desired date.
- **Search** – opens a Basic Search dialog box, allowing you to search for an appointment by its title or description. Includes an Advanced Search link that opens a dialog box with additional search criteria.
- **Print** – prints out the selected calendar view.
- **Options** – allows you to adjust customize your settings.
- **Exit** – exits you from EMS Continuity Mail.
- **Log out** – logs you out of EMS.