empower® Mails

RELEASE 9.7

empower

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1. Introduction

empower® Mails is a central signature management system for Microsoft Outlook.

The add-in allows central administration and management of your e-mail signatures which ensures they are always correct and up-to-date – all while keeping in line with corporate design.

Certain features also integrate into the empower® Web Components.

If your company uses the empower® Web Components, you can use the features in the Office Online applications.

For further information regarding the web components, refer to our **empower® Web Components manual**.

1.1. System Requirements

In order to use the latest empower® Mails release in your Windows environment, your system will need to fulfill the following requirements:

Windows Version

- Windows 10* or 11

*End of life as of October 2025.

Starting October 2025, empower will no longer support this Windows version. Please ensure that you switch to a supported version in time.

For further information from Microsoft, see **End of Support Resources**.

Office Version

- Microsoft Office 2016*, 2019*, 2021, 2024

*End of life as of October 2025.

Starting October 2025, empower will no longer support this Office version. Please ensure that you switch to supported versions in time.

Subscription Models

- Office 365 Pro Plus, Enterprise E3 or E5

1.2. empower® Sync

The empower® Sync is a background process that synchronizes data between the server and the individual clients.

This process is used to make data available offline so that you can also work with empower® offline. Templates and library searches also work offline.

The following data is synchronized:

- Metadata – e.g. folders, users, designs and permissions
- Content data from the empower® Backend – e.g. templates

If an element's content data is also synchronized it can be inserted entirely without a connection to the empower® Backend.

> Write functions such as uploading an element to the empower® Library are not available offline.

> If there is no connection to the empower® Sync, only elements that have been made available offline by synchronization can be opened.
>
> For further information regarding offline and online availability, see **Online Availability of Library Content**.

User Interface

To access the empower® Sync, navigate to the Windows task bar. Here, click on the empower® Icon (**Figure 1**).

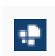

Figure 1. empower® Icon

The icon will either be displayed in the taskbar or in the context menu of the taskbar.

> After the installation, empower® will ask you to log in.
>
> You only need to log in once. The empower® Sync will remember your login data.
>
> For further information regarding the user information and the sign out option, see **User Information**.

Main Window

In the main window, you can see when the empower® Sync has executed the last synchronization. In addition, you can see how many files have been synchronized and what the size of this data has been (**Figure 2**).

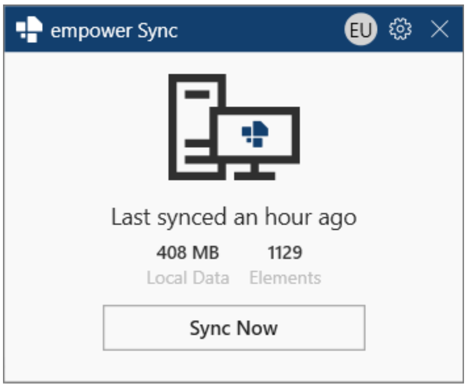

Figure 2. Main Window

To see the exact date and time of the latest synchronization, move your mouse cursor over the text *Last synced …* (**Figure 3**).

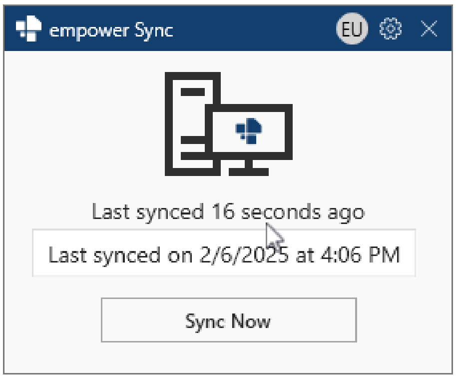

Figure 3. Mouse-Over **Last synced**

Start the Synchronization Manually

To manually initiate a synchronization, click on the button **Sync Now** (**Figure 4**).

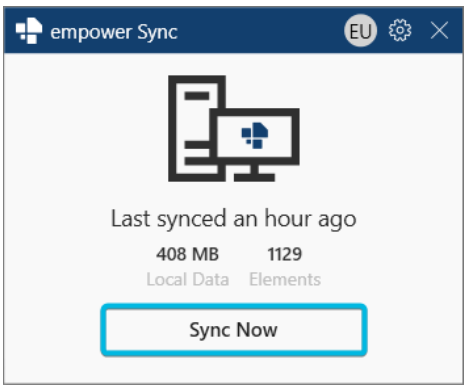

Figure 4. Button **Sync Now**

The empower® Sync will then start the synchronization of any data that has changed or been added since the last synchronization and will also display a progress bar during this time.

> The button **Sync Now** can be used when you know that there has been a change which you cannot yet access because the interval for the next synchronization has not yet been reached.

Access the Synchronization Settings

To open the empower® Sync settings, click on the **gear** symbol in the top right corner of the main window (**Figure 5**).

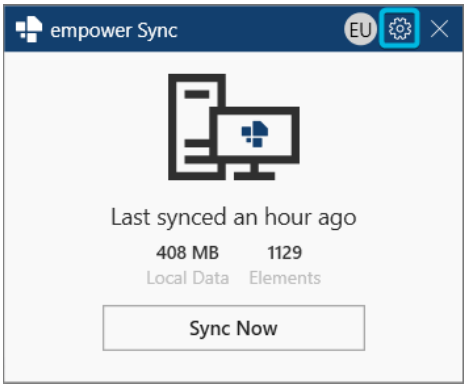

Figure 5. **Gear** Symbol

A drop-down menu containing the available settings appears.

On the top of the drop-down menu, you can see which environment you are connected to. The green circle next to the environment shows if there is a connection to the empower® Backend.

If the empower® Sync cannot establish a connection, this circle will appear in red.

To close the empower® Sync and shut down empower®, click on the option **Exit** (**Figure 6**).

To minimize the empower® Sync window, click on the **cross** symbol in the top right corner.

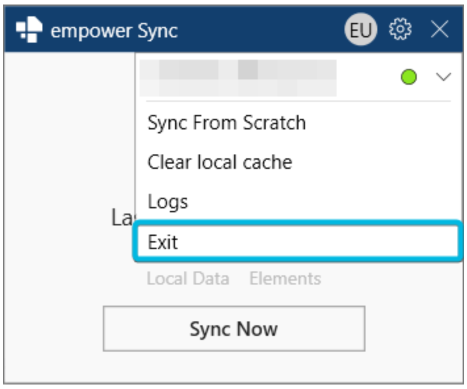

Figure 6. Option **Exit**

If you click on the button **Exit**, a message will appear in the window (**Figure 7**).

To confirm the process, click on the button **Exit Application**.

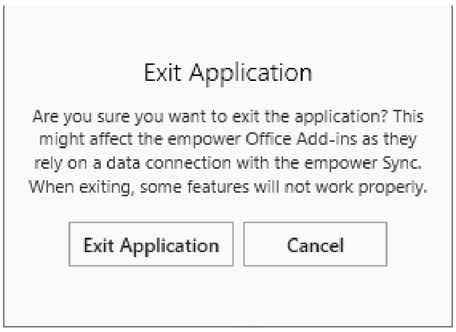

Figure 7. Message for Application Exit

Closing the empower® Sync via the button **Exit** will lead to the empower® Sync being shut down.

Some features need a connection to the empower® Sync to work properly.

In Outlook, the empower® Features are therefore not available.

If you open the Office application again, the empower® will be restarted automatically.

If the empower® Sync crashes unexpectedly, empower® tries to restart it. If this restart is not successful, a dialog box opens (Figure 8).

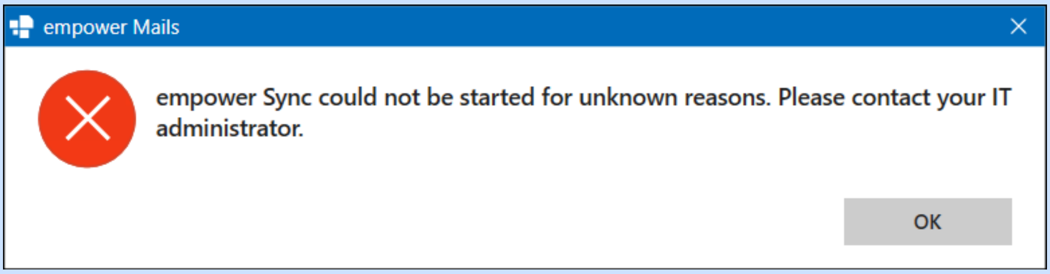

Figure 8. Error Message for Sync

Alternatively, you can access the options **Sync Now**, **Sync from Scratch**, **Logs** and **Exit** via the context menu. To do so, right-click on the empower® Icon in your task bar.

Execute a Sync from Scratch

The option **Sync From Scratch** can be used to delete the previous synchronization metadata. The empower® Sync will start a complete synchronization afterwards.

Content data will not be deleted.

To execute this process, click on the option **Sync from Scratch** (Figure 9).

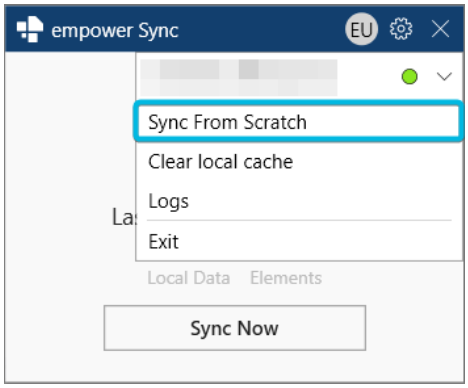

Figure 9. Option **Sync From Scratch**

As this option starts a complete synchronization, the login is also reset. Therefore, you need to login again after using this option.

This option can be used if problems occur despite synchronization or if the synchronization fails regularly.

In addition, the option can help to solve issues regarding user rights as the login data is also reset.

Clear the Local Cache

The option **Clear local cache** can be used to clear the cache for content data. It does not start a synchronization.

To execute this process, click on the option **Clear local cache** (Figure 10).

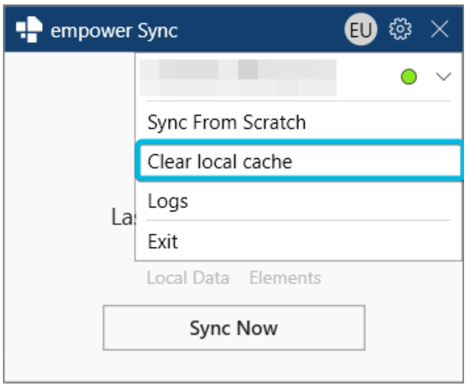

Figure 10. Option **Clear local cache**

A message appears. Read this message carefully.

To clear the cache, click on the button **Clear local cache** (Figure 11). The empower® Sync will then start clearing the cache.

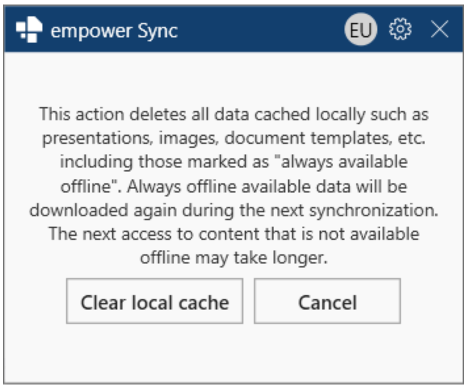

Figure 11. Message for **Clear local cache**

> This option can be used to free up hard disk space after several weeks or months of working with empower®.

> The next access to content that is not available offline may take longer than usual after clearing the cache, as the content must first be downloaded. This download requires a connection to the empower® Backend.
>
> The next synchronization process can also take longer, as content data must be resynchronized.

Open the Log Files

The option **Logs** can be used to open the file directory in which the log files are stored.

To open the log file directory, click on the option **Logs** (**Figure 12**). The corresponding folder will be opened.

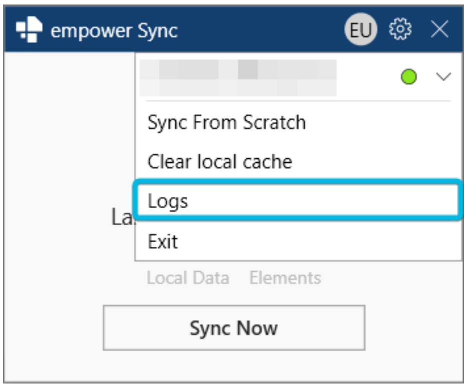

Figure 12. Option **Logs**

This option can be used if the empower® Support Team needs further information regarding the cause of unexpected problems.

User Information

Next to the **gear** symbol, you can see the user's initials (**Figure 13**).

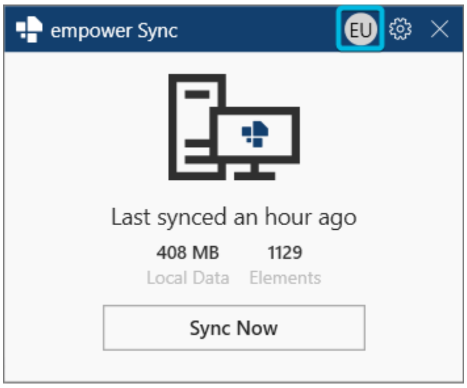

Figure 13. User Initials

To view the user information, click on the initials. The user's full name and the user's e-mail address will be displayed (**Figure 14**).

To log out, click on the option **Sign out**.

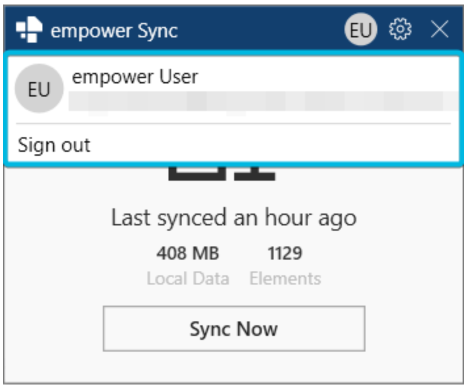

Figure 14. User Information

1.3. Office Theme Adaption

The empower® User Interface adapts to the Office theme set on your device.

If the Office theme is switched to *black*, empower® adapts to this change (**Figure 15**).

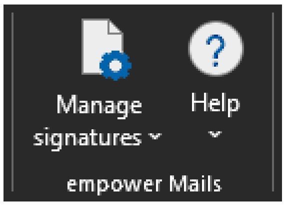

Figure 15. Group empower Mails in Black Theme

In the same way, empower® adapts to the *white* or the *colorful* Office theme (**Figure 16**).

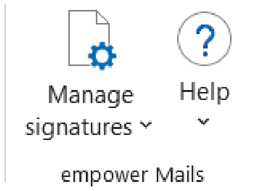

Figure 16. Group empower Mails in White Theme

If you change the Office theme, the user interface adapts immediately. You do not need to restart the Office applications.

1.4. empower® Ribbon

empower® integrates seamlessly into the Outlook ribbon.

It is located in the tab Home with its own group empower Mails (**Figure 17**).

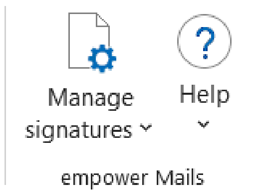

Figure 17. Group empower Mails in Outlook

In addition, the groups Text and Color which are integrated into the Outlook ribbon if you have opened an e-mail draft, only contain options that comply with your corporate design.

Expand each drop-down menu to view more features and buttons.

For further information regarding the groups Text and Color, see **Edit Text**.

1.5. Edit Text

In Outlook, you can access the editing settings in the groups Text and Color (**Figure 18**). These groups are only available if you have opened an e-mail draft.

Figure 18. Groups Text and Color in Outlook

The editing options are linked to your corporate design. Therefore, it represents only the specifications that are in line with your company's corporate design.

If your empower® Administrators have not restricted the colors or fonts, all Office built-in formatting options are offered.

empower® does not affect the Office built-in right-click access to font and color information. All Office built-in formatting options, which do not necessarily coincide with your corporate design, are still available.

Text Settings

In the subgroup Text, you have access to all fonts and font sizes that match your company's corporate design.

In addition, you have all formatting options, including text alignment options.

For further information regarding empower® Designs, see **empower® Designs**.

Color Settings

In the subgroup Colors, you can choose from a predefined set of font colors, shape fill colors and line colors. All available colors match your company's corporate design.

For further information regarding empower® Designs, see **empower® Designs**.

1.6. empower® Designs

empower® Designs are created and managed by your empower® Administrators.

In Outlook, there is only one design. The settings in this design define which colors and formatting options are available for your e-mails.

For further information regarding the formatting and color options, see **Edit Text**.

Add and Edit Designs

For Administrators

Designs can be added and edited in the empower® Admin Center.

They can only be adjusted by *Customizing Admins*.

For further information regarding the creation and adjustment of designs, please refer to our **empower® Admin Center manual**.

1.7. empower® Help

empower® offers different ways for you to receive help if you have any problems with the software.

In Outlook, the help section is located in the group empower Mails.

To view your options here, click on the button **Help** (**Figure 19**).

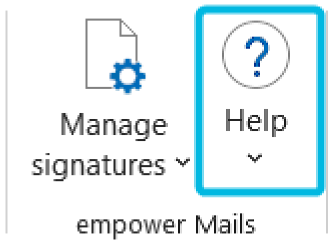

Figure 19. Button **Help** in Outlook

You can choose from the following options (**Figure 20**):

- Help Center
- Send Feedback
- Report a bug
- About empower

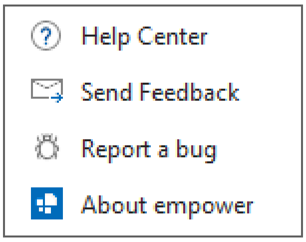

Figure 20. Help Options

Help Center

If you have any questions while working with empower®, you can open the *Help Center*. This will take you to the empower® Support Website, where you will be able to find an answer either through the articles provided or through the tutorials.

The *Help Center* will open in your default browser (**Figure 21**).

If this does not help, you can contact the empower® Support directly by opening a new ticket at the bottom of the home page and describing your problem.

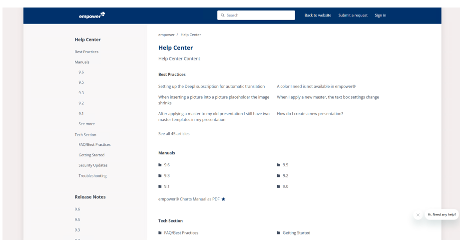

Figure 21. Help Center

Send Feedback

To reach out to us directly, click on the button **Send Feedback**.

A new window of your primary e-mail application will open, already addressed to the right recipient.

The e-mail has a preset subject line (e.g. *Feedback for Mails*) (**Figure 22**). All feedback is welcome as we are always looking to improve our software.

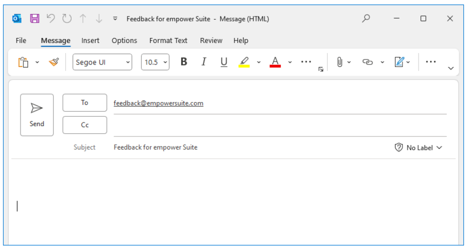

Figure 22. Feedback E-Mail

Report a Bug

If you encounter any issues that might be a bug, click on the button **Report a bug**.

Depending on the configuration in your empower® Environment, clicking on the button **Report a bug** will lead to:

- Creating a new e-mail via your primary e-mail application and automatically attaching a .zip file (*empowerInformation.zip*).
  The e-mail has a preset subject line (e.g. *Bug report for Mails*) and is already addressed to the right recipient.
- Opening a new window in your default browser (**Figure 23**).
  In this window, you have to enter various information about yourself, as well as the bug you want to report. This information is relevant for the empower® Support so that they can respond to it in the best possible way.

Your descriptions as well as the file attachment will help empower® replicating the error and analyzing the case to conclusively deliver a near-term solution.

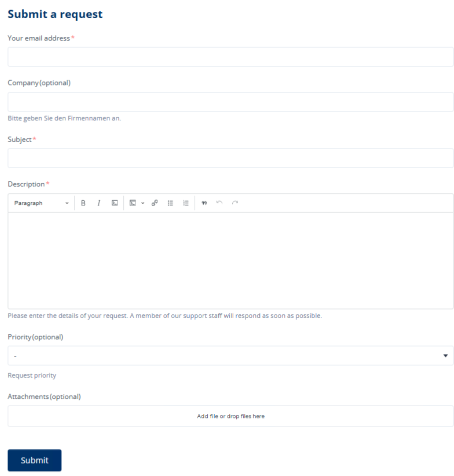

Figure 23. Report a Bug in Help Center

About empower

To view detailed information about your empower® Version and the activated empower® Products, click on the button **About empower**.

A dialog box opens. This dialog box contains information about the empower® Version and products in use (**Figure 24**).

Figure 24. Dialog Box **About empower**

1.8. Telemetry Tracking in empower®

By default, the software sends anonymous telemetry data to a central server of empower.

This data can be accessed by empower and discussed with you in a meeting. It helps to understand how well the software's features are used.

If required, telemetry tracking can be disabled for your company.

> i If you want to access your telemetry report, please contact you Onboarding Specialist or Customer Success Manager.

2. Set up Profiles

When Outlook is started for the first time after the installation of empower®, the default profile is either automatically loaded or newly created in the background.

In Outlook, you will be guided through your first steps. For further information regarding these first steps, see **Initially Set up empower® in Outlook**.

If you want to make changes to your profile or add a new profile, see **Manage Profiles**.

Initially Set up empower® in Outlook

After first startup of Outlook, with empower® installed, you will be greeted by a welcome screen.

The welcome screen only appears once after having installed empower® and guides you through the first setup of your signature, which consists of the following components:

- Your profile data
- Your location and company data
- Your language
- The signature template

Your default profile will be loaded automatically.

In addition, you can select your company and location. In further steps, you can view your signature in the signature management window.

For further information regarding the signature management, see **Manage Signatures**.

Manage Profiles

To view your profile management in Outlook, navigate to the group empower Mails and click on the lower part of the split button **Manage Signatures** (**Figure 25**).

Figure 25. Split Button **Manage signatures**

A drop-down menu opens.

Choose the option **Profiles** (**Figure 26**).

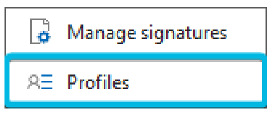

Figure 26. Button **Profiles**

A new window opens (**Figure 27**).

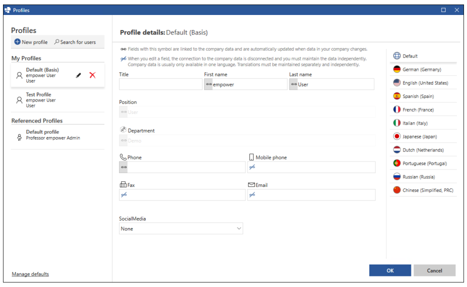

Figure 27. Profile Management Window

On the left, the window shows your default profile as well as all profiles you have created so far under *My Profiles*. Referenced profiles are listed under *Referenced Profiles*.

If you have selected one of the profiles, this profile is shown on the right.

Edit a Profile

To edit a profile, select it from the profile list. It will be displayed in edit mode on the right.

Basic information is automatically retrieved from your company's directory service and synchronized into fields in your profile. Fields that are filled this way are indicated by a **chain** symbol (**Figure 28**).

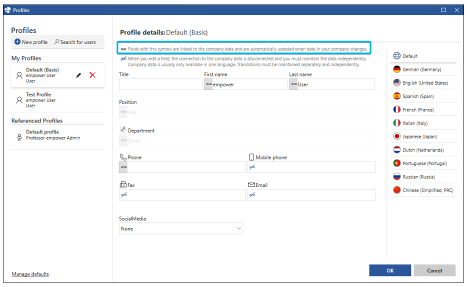

Figure 28. **Chain** Symbol for Automatically Synchronized Data

empower® frequently synchronizes the data from the directory service to ensure the data is always up to date.

A **crossed-out chain** symbol (**Figure 29**) indicates that:

- No data is stored for you for this specific field in the directory service or
- You manually typed in (different) data and thus overruled the data stored in the directory service.

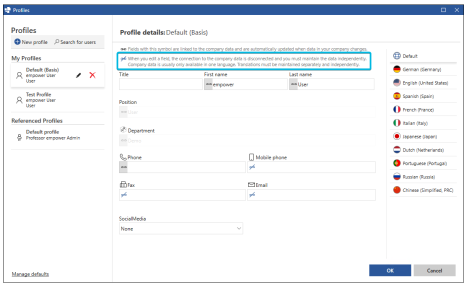

Figure 29. **Crossed-out Chain** Symbol for Not Automatically Synchronized Data

Fill in any missing data you want to add. Only temporarily change existing data if necessary.

To reset a specific profile field, click on the **crossed-out chain** symbol. This will lead to the field being filled by data synchronized from the directory service (if applicable) and thus delete the data you entered manually.

If you have finished entering your data, click on the button **OK** (Figure 30).

If you do not want to save your changes, click on the button **Cancel**.

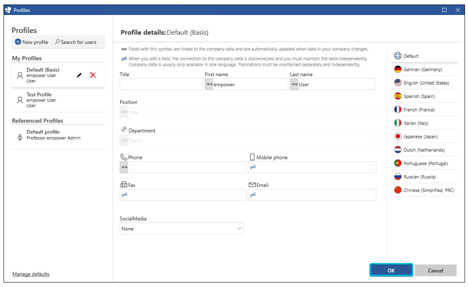

Figure 30. Button **OK** to Confirm Profile Data Changes

The directory service of your company should always contain up to date and correct data. If you find any of the synchronized information being incorrect or outdated, you can enter the correct information manually into your profile, but you should contact your IT administrator at the same time to have the data in the directory service corrected as well. Once the data synchronized from the directory service is up to date again, click the **crossed-out chain** symbol to reset the profile field(s) to be synchronized from your directory service again.

Rename a Profile

To rename a profile, click on the **pen** symbol next to the profile name in the list (Figure 31).

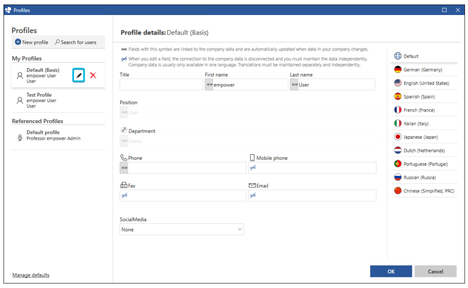

Figure 31. **Pen** Symbol to Rename a Profile

Enter the new name in the input field and click on the button **Apply** (Figure 32).

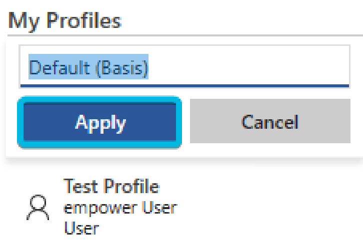

Figure 32. Button **Apply** to Confirm New Profile Name

Translate a Profile

To add a translation for a profile, select the language you want to add from the list on the right-hand side (**Figure 33**).

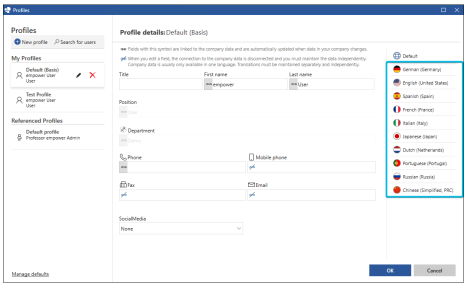

Figure 33. New Translation

As soon as you select the language, the translation opens.

The data will not be preloaded from the directory service. To add translations, enter the translated values into the input fields.

Alternatively, you can click on the crossed-out chain symbol to load data from the directory service, if there is any.

If you want to clear the translation completely to fill in values manually, click on the **cross** symbol next to the profile name.

i

For further information regarding the editing mode, see **Edit a Profile**.

Add a Profile

To add a profile, click on the button **New Profile** (**Figure 34**).

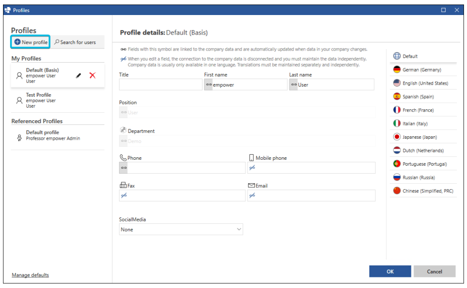

Figure 34. Button **New Profile**

Enter the profile name and click on the button **Add** (**Figure 35**).

The data from the directory service is preloaded. You can now make changes and add data to the profile.

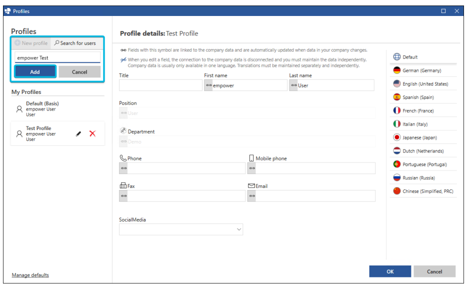

Figure 35. Add Profile

If you have finished entering your data, click on the button **OK** (**Figure 30**).

Work with Multiple Profiles

Once more than one profile has been created, any of your profiles can be set as the default profile. The first profile, which is created automatically, is first set as the default profile.

To manage your default profiles, click on the button **Manage defaults** (**Figure 36**).

A dialog box opens.

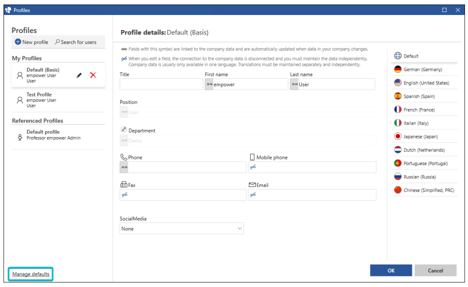

Figure 36. Button **Manage Defaults**

In this dialog box, you can set up to three default profiles which will be used to fill in your documents or to create your e-mail signature (**Figure 37**).

You can choose from all profiles listed in your profile management window under *My Profiles* and *Referenced Profiles*.

Adding additional default profiles can be useful if a document template includes multiple placeholders for data from multiple profiles.

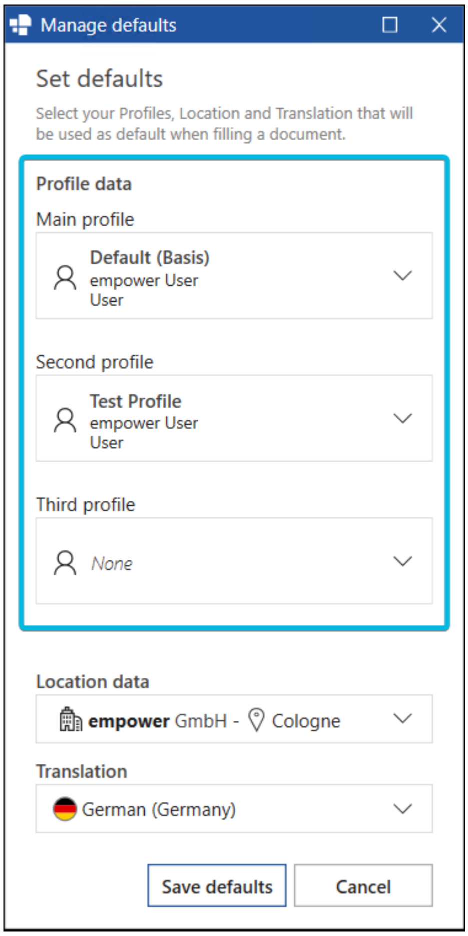

Figure 37. Set Default Profiles

In addition, you can set a default location and a default language to be used.

In the drop-down menu under *Location data*, all available companies and their locations are listed (**Figure 38**). To add a default company location, choose one from the list.

If there is no default location, the document templates will not be filled automatically and empower® will prompt to select a location each time a document template is opened.

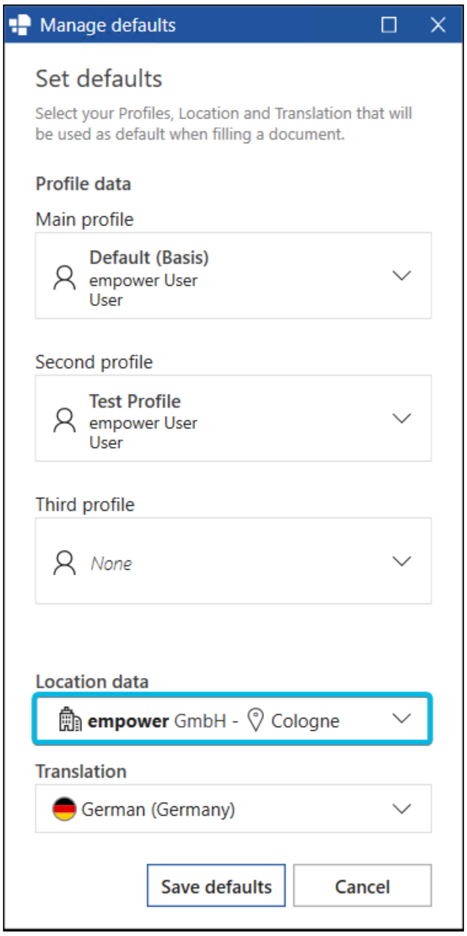

Figure 38. Location Data

In the drop-down menu under *Translation*, all available languages are listed (**Figure 39**). To add a default translation, choose a language from the list.

The language setting is decisive for the display of the referenced profile and company data. Information that is maintained in empower® by your empower® Administrators in multiple languages is displayed according to the selected language. Also, signatures are created by completing signature templates with labels and data in the specified language, if available.

For example, a referenced country (e.g. Germany) from a location is mapped as *Germany* or *Deutschland*, depending on the language selection made.

In empower®, the translation labeled *Default* can be configured for language settings by your administrators. Typically, this default is set to English. If *Default* is selected, the document template is filled according to the set translation language labeled as default.

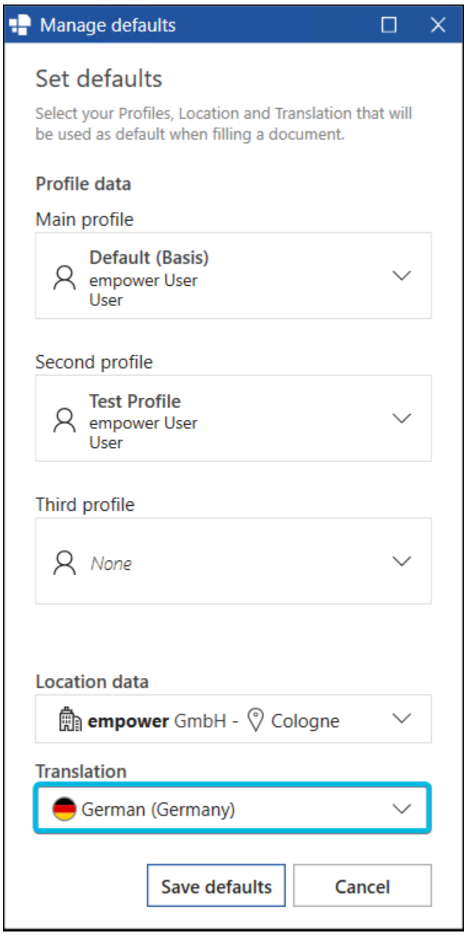

Figure 39. Translation

If you have finished, click on the button **Save defaults** (Figure 40).

Your settings are saved.

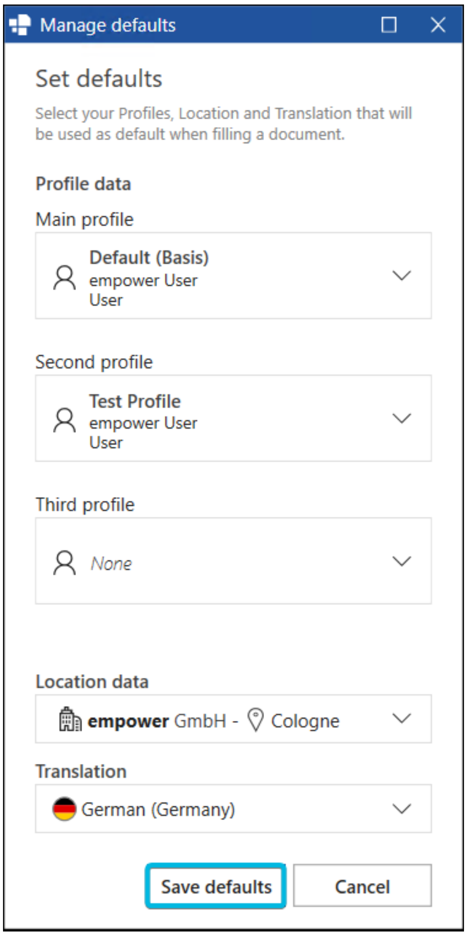

Figure 40. Button **Save defaults**

Depending on your permissions, you will not see all available locations and companies in the list. Therefore, you only see locations and companies that are relevant for your work.

Depending on the setup in your empower® Environment, the range of available languages you can choose from may vary.

Reference Profiles

When someone is out sick or on vacation, it can be helpful to be able to send e-mails on someone else's behalf using their signature. Therefore, empower® offers the option to reference profiles other than your own.

Once a user has set up a default profile, you can search for it via *Search for users* (Figure 41).

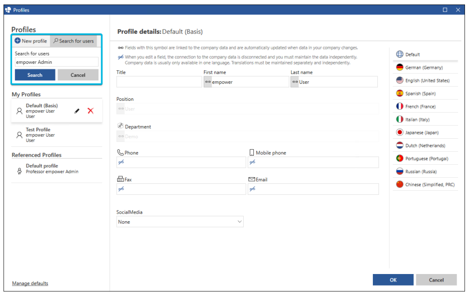

Figure 41. Option *Search for users* in Profile Management

To find their profile, type in the first and/or last name of your colleague and press **Enter** or click on the button **Search** (Figure 42).

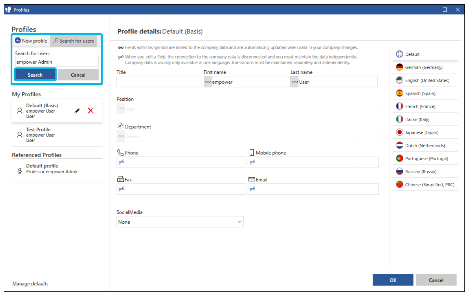

Figure 42. Button **Search**

You will receive suggestions that match your search. To add the user's profile to your reference profiles, click on the **plus** symbol next to the profile in the profile list (Figure 43).

Your colleague's profile will now appear under *Referenced Profiles* in the profile list.

Unlike your own profiles, you cannot edit your colleagues' profiles in the profile management window.

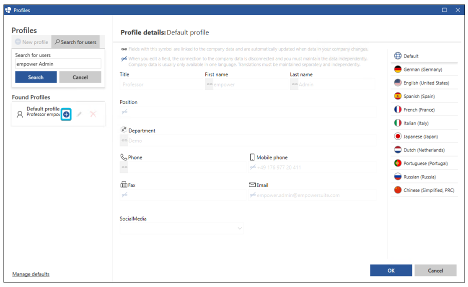

Figure 43. **Plus** Symbol to Add Profiles

The sender address displayed when an addressee receives an e-mail will always be the mailbox (e-mail address) you've been logged in to whilst creating a new e-mail. Using a signature that is based on a referenced profile does not affect from which mailbox the e-mail is sent.

The button **Search** is grayed out if there is no profile for the entered name.

If you have already added the user's profile to your reference profiles, a dialog box opens (Figure 44).

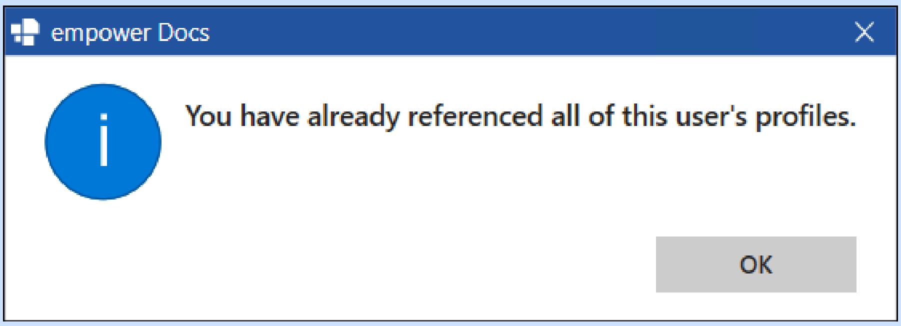

Figure 44. Dialog Box for Referenced Profiles

Delete a Profile

To delete a profile, click on the **cross** symbol next to the profile in the profile list (**Figure 45**).

A dialog box opens.

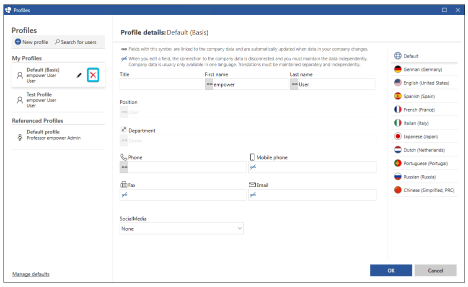

Figure 45. **Cross** Symbol to Delete a Profile

To confirm the deletion process, click on the button **Yes** (**Figure 46**).

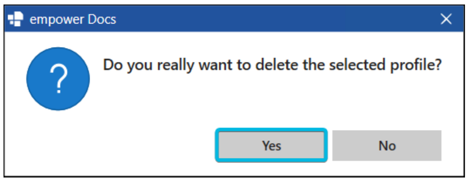

Figure 46. Button **Yes** to Confirm Deletion of a Profile

If you delete a profile from the list *My Profiles*, it will be deleted completely and cannot be restored.

If you delete a profile from the list *Referenced Profiles*, it will only be deleted from your list of referenced profiles. The profile can then be referenced again.

3. Company Management

For Administrators

As an empower® Administrator, you have access to the company and location management in empower® for Outlook.

The data from the company and location management is used to fill in documents and to create signatures.

In Outlook, you can access the option **Companies** by clicking on the lower part of the split button **Manage Signatures** (Figure 47).

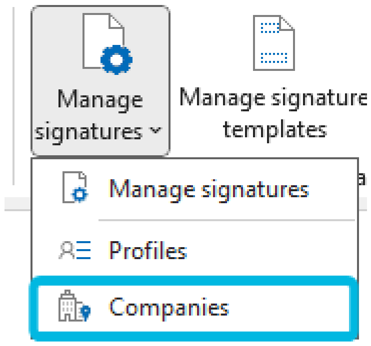

Figure 47. Option **Companies** in Outlook

Manage Companies

In the company management, you can see all existing companies on the left-hand side.

If you have selected a company from the list, the company data is displayed on the right-hand side.

Create a New Company

To create a new company, follow the following steps:

1. Click on the button **Create Company** (Figure 48).

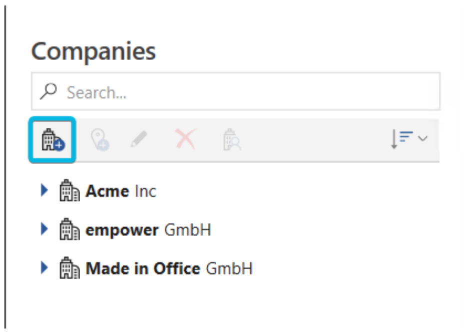

Figure 48. Button **Create Company**

2. Enter the display name for the company (Figure 49 **(1)**).
3. Select the legal entity type (Figure 49 **(2)**).
4. Click on the button **Apply** (Figure 49 **(3)**).
   On the right-hand side, the empty company fields appear.

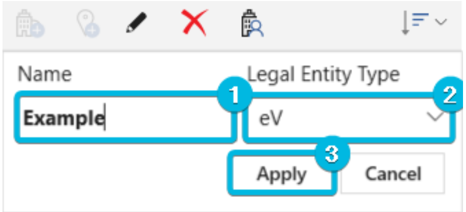

Figure 49. Add Company

5. To add a logo, click on the button **Select logo** (Figure 50 **(1)**).
6. Select the logo you want to use.
7. Then, fill in all company fields (Figure 50 **(2)**).
   The company fields vary depending on the legal entity type you have chosen.

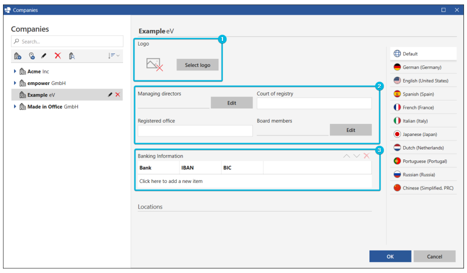

Figure 50. Company Fields

8. Depending on the field type, either click on the button **Edit** or type directly into the input fields.
   If you click on the button **Edit**, a dialog box opens (Figure 51).
   a. Here, click into the field *Click here to add a new item*.
   b. Type in the value you want to add and press **Enter**.
      If you add multiple values, you can change the display order using the two **arrow** symbols.
   c. Then, click on the button **OK**.

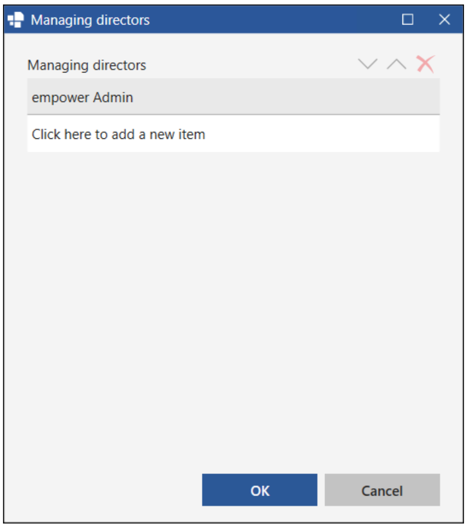

Figure 51. Add Values

9. To enter the company's banking information, click into the field *Click here to add a new item* (Figure 50 **(3)**).
   The fields to fill in vary depending on the legal entity type you have chosen.
10. To save the new company, click on the button **OK**.
    Alternatively, you can proceed and add a location to the company.

If any required fields are not filled in, you cannot save the company. The respective fields will be highlighted.

A company requires at least one location. If a company does not have any locations, it will not be visible for the users and they cannot choose this location when filling in a document.

The available company fields are predefined in the data scheme according to legal entity type and location and can only be modified via the EAV editor.

For further information regarding the setup of the document template, see Template Assistant.

Edit and Delete Companies

To edit an existing company's name or legal entity type, select the company and click on the **pen** symbol (Figure 52).

To save you changes, click on the button **Apply**.

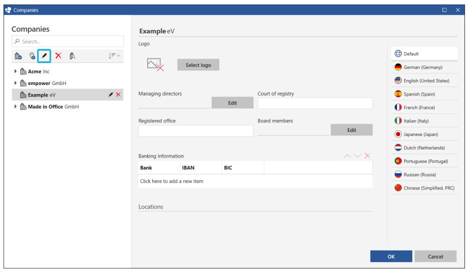

Figure 52. **Pen** Symbol for Company

If you change the legal entity type of a company, a dialog box opens (Figure 53).

To confirm the process, click on the button **Yes**.

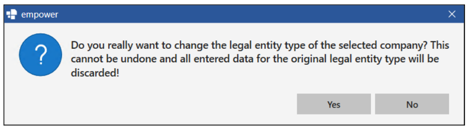

Figure 53. Dialog Box for Legal Entity Type Change

To edit the company data, select the company from the list.

On the right-hand side, you can edit the logo, the company fields and the banking information.

To delete a company, select it from the list and click on the **cross** symbol (Figure 54).

A dialog box opens.

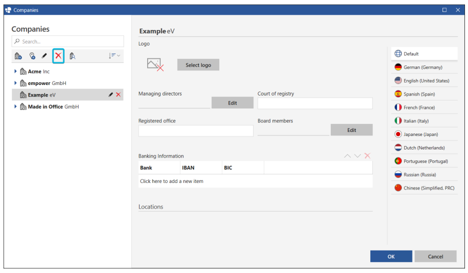

Figure 54. **Cross** Symbol for Company

To confirm the process, click on the button **Yes** (Figure 55).

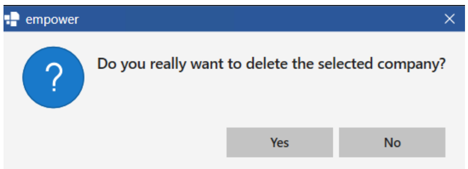

Figure 55. Dialog Box for Company Deletion

To edit the permissions for the company, click on the button **Edit permissions for selected company** (Figure 56).

A dialog box opens.

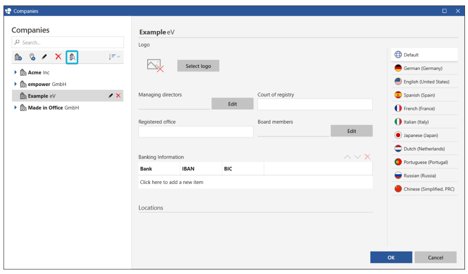

Figure 56. Button **Edit permissions for selected company**

In this dialog box, you can grant permissions to other users, remove permissions from users or change the permissions for users (**Figure 57**).

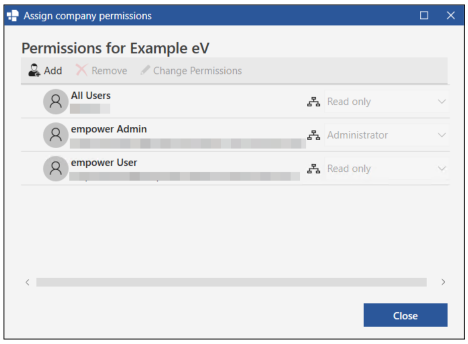

Figure 57. Permissions

If the **inheritance** symbol is displayed next to a user, this user has been granted permissions via the database (**Figure 58**). These permissions cannot be changed via the user interface.

Therefore, the permissions and the drop-down menu are grayed out.

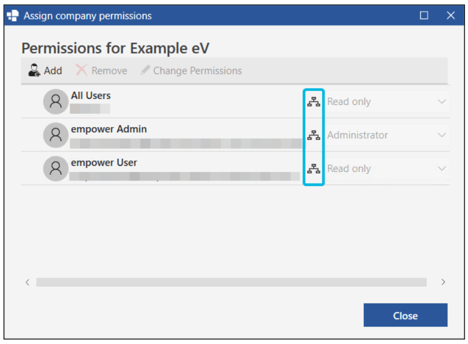

Figure 58. **Inheritance** Symbol

To add a user to the list, follow the following steps:

1. Click on the button **Add** (**Figure 59**).

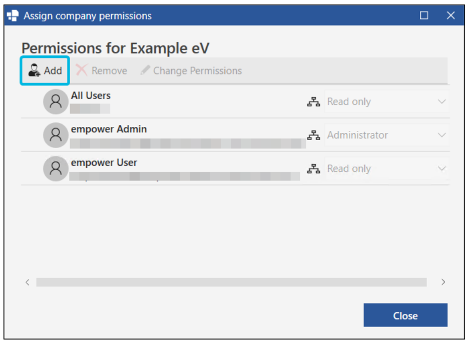

Figure 59. Button **Add**

2. Enter the name of the user or the group into the search bar and press **Enter**.
3. Select the respective user or group.
4. Click on the button **Add** (**Figure 60**).
   The user will be added with the permission *Read only*.

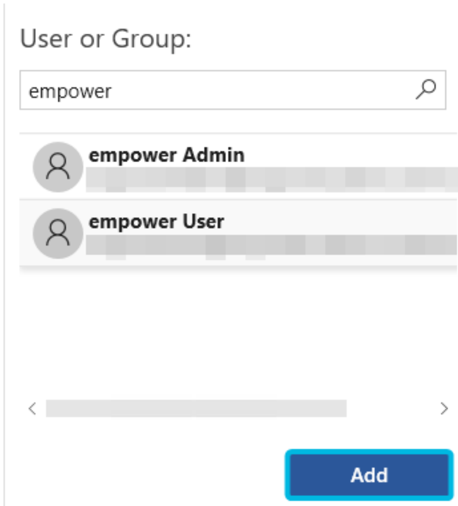

Figure 60. Add User

To change the permission, expand the drop-down menu and select the permissions you want to grant to the user or group.

To remove a user or a group from the list and therefore remove their permissions, select the user or group and then click on the button **Remove**.

The user or group is removed from the list. No confirmation is necessary.

If you have finished, click on the button **Close**.

If you grant the permissions *Author* or *Administrator* to a user, the user must have been assigned the role *EAV Company Admin* via the database.

If you delete a company or a location, users who have set this company or location as their default will be notified.

They can then choose another company as their default.

Manage Locations

To expand the company entry and show all locations of the company, click on the **arrow** symbol next to the company.

If you have selected a location, the location data is displayed on the right-hand side.

Create a New Location

To create a new location, follow the following steps:

1. Select the company for which you want to add a location.
2. Then, click on the button **Create location** (Figure 61).

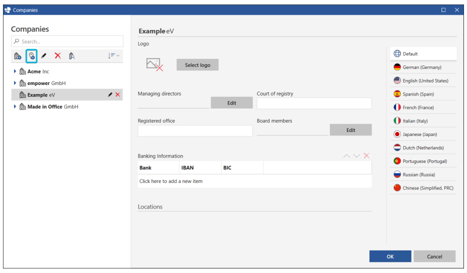

Figure 61. Button **Create location**

3. Enter the display name for the location (Figure 62 (**1**)).
4. Click on the button **Apply** (Figure 62 (**2**)).
   On the right-hand side, the empty location fields appear.

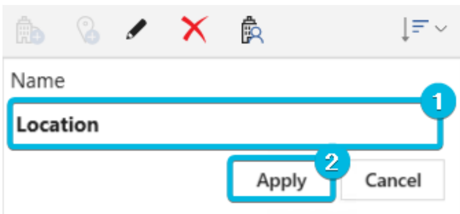

Figure 62. Add Location

5. To add a logo, click on the button **Select logo** (Figure 63 **(1)**).
6. Select the logo you want to use.
7. Then, fill in all location fields (Figure 63 **(2)**).

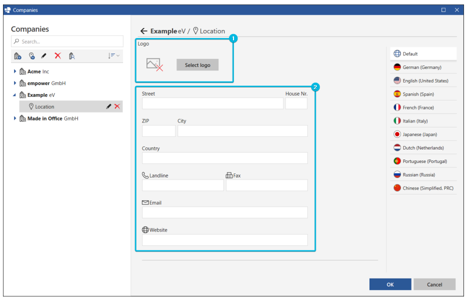

Figure 63. Location Fields

8. To save the new location, click on the button **OK**.

If any required fields are not filled in, you cannot save the location. The respective fields will be highlighted.

Edit and Delete Locations

To edit an existing location's name, select the location and click on the **pen** symbol (Figure 64).

To save you changes, click on the button **Apply**.

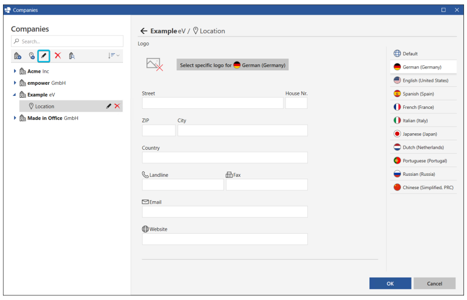

Figure 64. **Pen** Symbol for Location

To edit the location data, select the location from the list.

On the right-hand side, you can edit the logo and the location fields.

To delete a location, select it from the list and click on the **cross** symbol (Figure 65).

A dialog box opens.

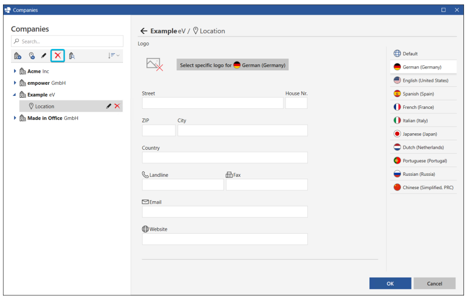

Figure 65. **Cross** Symbol for Location

To confirm the process, click on the button **Yes** (Figure 66).

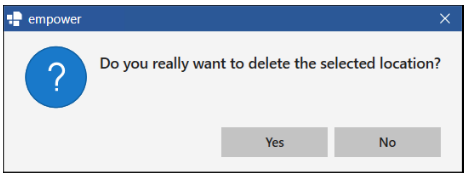

Figure 66. Dialog Box for Location Deletion

Translate Companies and Locations

To add a translation for a company or a location, follow the following steps:

1. Select the company or location from the list on the left-hand side.
2. Then, choose the language you want to add a translation for (Figure 67).

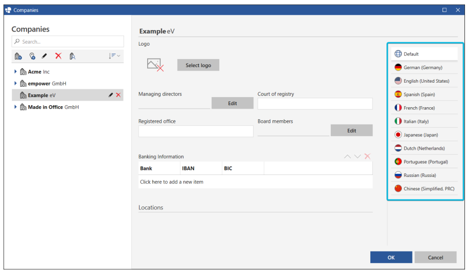

Figure 67. Languages

3. To add a logo, click on the button **Select specific logo for [language]** (Figure 68).
4. Select the logo you want to use.
5. Then, fill in all fields.

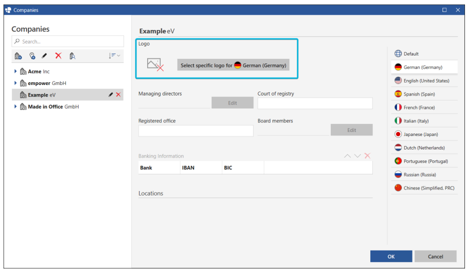

Figure 68. Logo for Translation

6. To save the translation, click on the button **OK**.

You can add separate logos for all languages.

> i Some fields are not editable in translations. They have the same values (e.g. names) in all languages.

4. Manage Signatures

empower® helps you set up one or more signatures by enabling you to choose a signature template that complies with your corporate design and includes options for adding a profile, location and language.

To access the signature management, navigate to the group empower Mails in the Outlook ribbon and click on the upper part of the split button **Manage signatures** (**Figure 69**).

A dialog box opens.

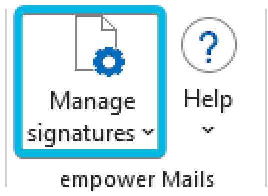

Figure 69. Button **Manage signatures**

In this dialog box, you can see all signatures that you have already created so far. In addition, you can see which values you have chosen to create the signature and when you have last edited them (**Figure 70**).

Here, you can edit your existing signatures or create new ones.

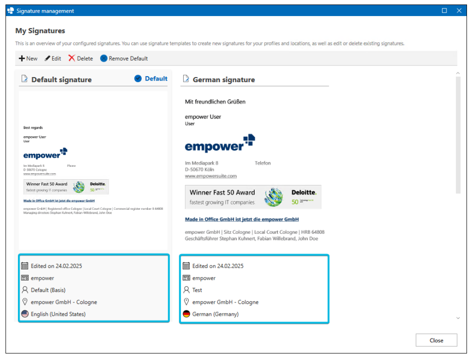

Figure 70. Metadata for Signatures

For further information regarding the setup of your signature for mobile devices, see **Set Up Signatures for Mobile Devices**.

For further information regarding the creation of new e-mails and switching your signature, see **Create a New E-Mail**.

Edit a Signature

To edit a signature, select the signature and click on the button **Edit** (**Figure 71**).

A dialog box opens.

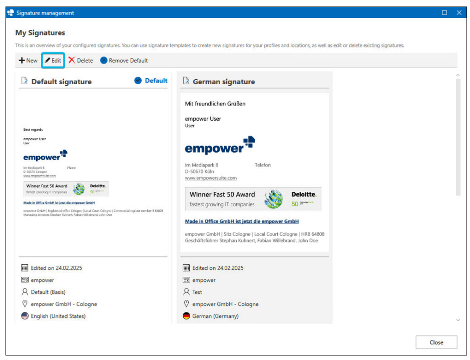

Figure 71. Button **Edit**

In the dialog box, you can change the signature name. To do so, navigate to the title input field and enter the new name (Figure 72).

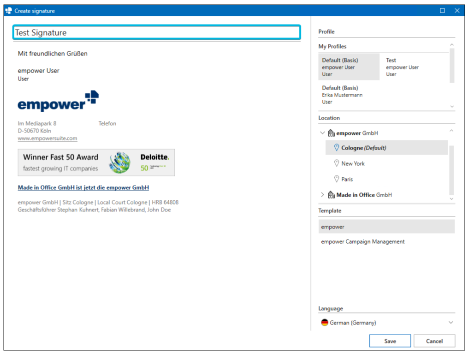

Figure 72. Title Input Field

To change the values for the signature, follow the following steps:

1. On the right side of the dialog box, choose the profile you want to use for the signature (Figure 73 **(1)**).
2. Then, select the company and location you want to display in your signature (Figure 73 **(2)**).
3. Choose the signature template you want to use (Figure 73 **(3)**).
4. To choose the language for the signature, open the drop-down menu under *Language* and select your preferred language (Figure 73 **(4)**).
5. Click on the button **Save** (Figure 74).
   The window closes automatically and empower® starts changing your signature.

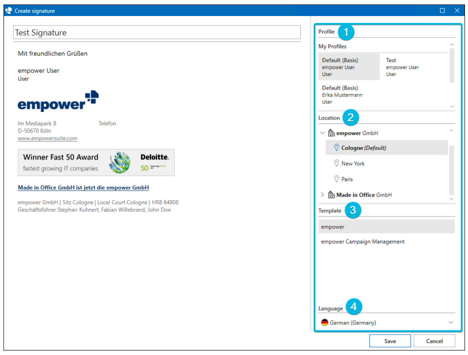

Figure 73. Signature Values

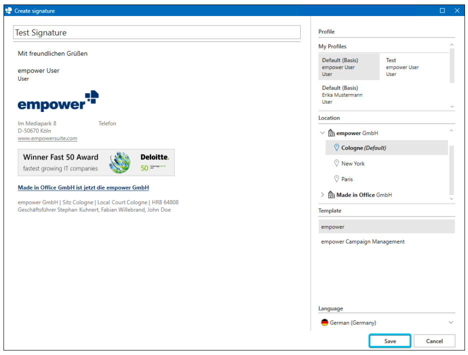

Figure 74. Button **Save**

Your personal data – e.g. your name, contact details and department – is taken from your profile information.

The location data, including company data – e.g. address, logo or registration – is taken from the location you select.

Depending on the setup in your empower® Environment, the range of available languages you can choose from under *Language* might vary.

If you choose your preferred language and certain texts in your signature preview are still displayed in the default language, your empower® Administrators have not added a translation for these texts.

For further information regarding the profile setup, see Set up Profiles.

Set as Default

To set one of your signatures as your default signature, select it from the dialog box and click on the button **Set as Default** (Figure 75).

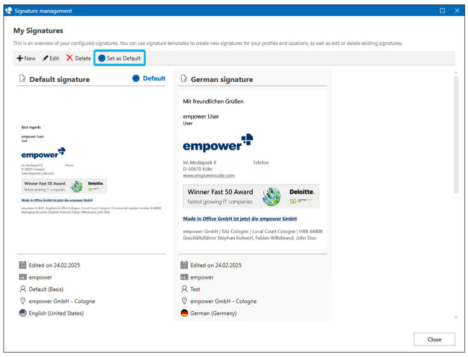

Figure 75. Button **Set as Default**

The signature will be marked as default and is the first one to appear in the dialog box (Figure 76).

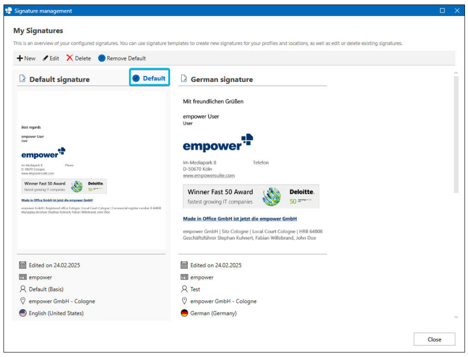

Figure 76. Default Marker

To remove the default marker from a signature, select it from the dialog box and click on the button **Remove Default** (Figure 77).

If no signature is marked as default, the first signature that has been created when first starting Outlook will be used as default.

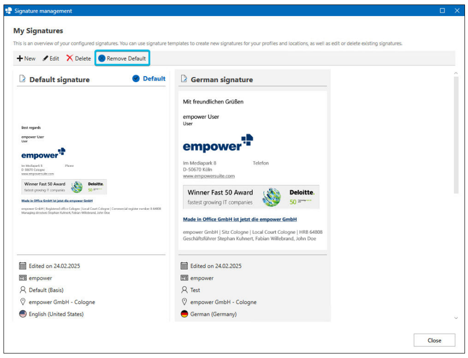

Figure 77. Button **Remove Default**

Add a Signature

To add a signature, click on the button **New** (**Figure 78**).

A dialog box opens.

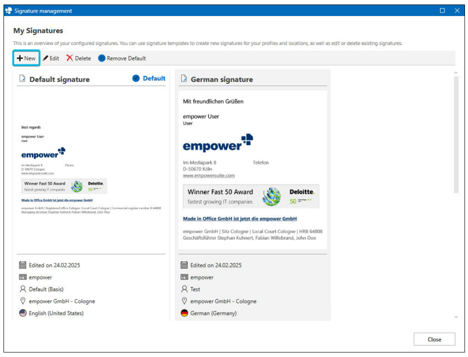

Figure 78. Button **New**

The dialog box is the same as the dialog box for editing a signature. Before you edit the signature, all fields will be filled in with default values. To change these values, follow the following steps:

1. Enter a unique name into the title input field (**Figure 72**).
2. On the right side of the dialog box, choose the profile you want to use for the signature (**Figure 73** **(1)**).
3. Then, select the company and location you want to display in your signature (**Figure 73** **(2)**).
4. Choose the signature template you want to use (**Figure 73** **(3)**).
5. To choose the language for the signature, open the drop-down menu under *Language* and select your preferred language (**Figure 73** **(4)**).
6. Click on the button **Save** (**Figure 74**).
   The window closes automatically and empower® starts creating your new signature.

> Your personal data – e.g. your name, contact details and department – is taken from your profile information.
>
> The location data, including company data – e.g. address, logo or registration – is taken from the location you select.

> Depending on the setup in your empower® Environment, the range of available languages you can choose from under *Language* might vary.

> For further information regarding the management of your defaults, see **Add a Profile**.
>
> For further information regarding the profile setup, see **Set up Profiles**.

Delete a Signature

To delete a signature, select the signature from the dialog box and click on the button **Delete** (Figure 79).

A dialog box opens.

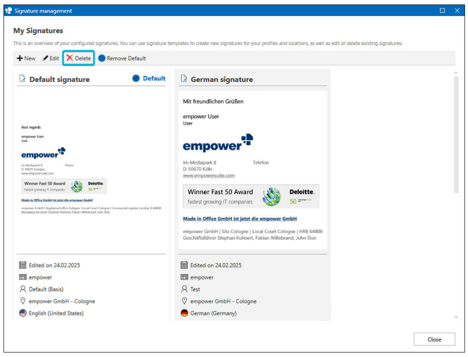

Figure 79. Button **Delete**

To confirm the deletion process, click on the button **Yes** (Figure 80).

The signature will be deleted.

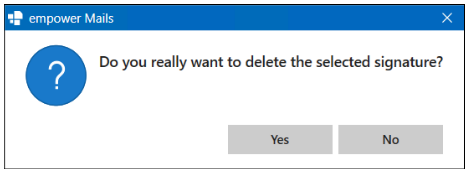

Figure 80. Deletion Dialog Box

4.1. Set Up Signatures for Mobile Devices

If your company uses the empower® Web Component for Outlook, you can also set up your signatures for mobile devices.

To do so, you need to set up your signatures on your mobile device, either via a QR code or via a link.

You will then be able to use your signature as a default signature in your e-mail application.

Set Up Signature

To set up your signatures for mobile devices via Outlook, follow the following steps:

1. Navigate to the group empower Mails.
2. Click on the upper part of the split button **Manage signatures** (Figure 81).
   A dialog box opens.

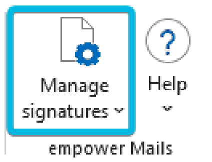

Figure 81. Button **Manage signatures**

3. In the upper right corner of this dialog box, click on the button **Set up on Mobile** (Figure 82).
   A dialog box opens.

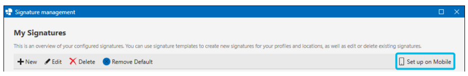

Figure 82. Button **Set up on Mobile**

4. Scan the QR code in this dialog box with your mobile device (Figure 83 **(1)**).
   The signature management opens in your default browser on your mobile device.
   a. If your company does not allow the usage of QR codes or you cannot scan the QR code, copy the link at the bottom of the dialog box (Figure 83 **(2)**).
      You can then send this link to your mobile device and open the signature management via this link.
5. In the signature management, click on the signature you want to use (Figure 84).
   The signature is then copied to your clipboard. A confirmation message appears on your screen.
6. Now, switch to your e-mail application on your mobile device.
7. Here, navigate to the signature management of your application and create a new signature.
8. Paste the signature you have copied into this new signature and save it as your default signature.
   The signature will now be used for future e-mails.

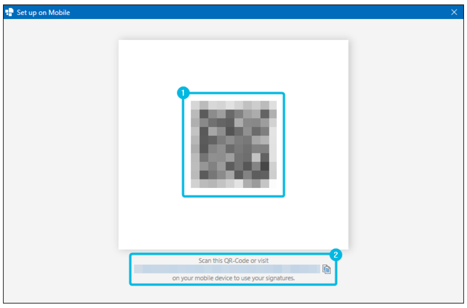

Figure 83. Access Signature Management

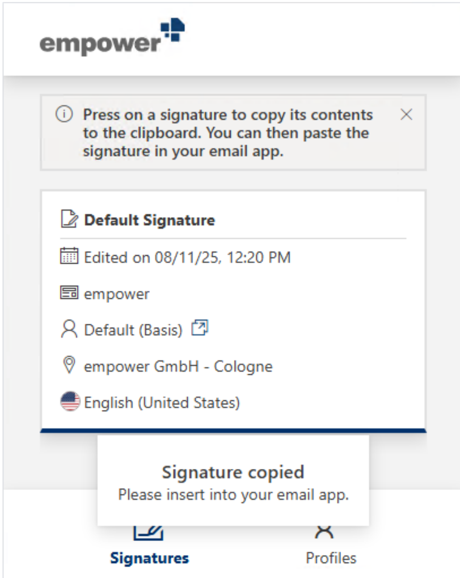

Figure 84. Signature Management on Mobile Device

To be able to set up your signature for mobile devices, the empower® Web Component for Outlook must be installed.

If you do not have the option to set up your signature for mobile devices, please contact your IT administrator.

Signatures cannot be used in iOS version 17.6. All other versions are compatible.

Signatures which include pictures cannot be copied on iOS devices.

If scanning the QR code with your iPhone leads to opening an integrated browser in your camera application, click on the **globe** symbol in the lower right corner to open your browser.

The signature management uses your default browser language while Outlook uses your default Microsoft Office language.

If you have set different languages, the languages in the signature management and in Outlook might differ.

5. Create and Manage Campaigns

For Administrators

With the campaign feature, you can create an automatic use of relevant campaigns for each user and automatic adjustment of the signature. You can define and administer campaign groups, assign targets and define both duration and campaign information for each campaign.

To set up a campaign, follow the following steps:

1. Set up a basic structure.
2. Prepare the signature template.
3. Add a new campaign.

When it comes to the campaigns, the following applies:

- Directory service groups or user groups are assigned to campaign targets.
- Campaigns are activated for selected campaign targets.

As a result, the campaign is displayed in the signature via the assigned directory service groups or user groups and through the signature template that contains the campaign field.

If a signature template is assigned to all available locations via the company, and if the directory service user group for the location *Location 1* also includes individual users from the location *Location 2*, these users will also receive a campaign in their signature. This campaign is set for the *Location 1* campaign group because the signature template is always assigned to the entire company. This means that it does not matter whether users select the location *Location 2* when creating the signature.

Set Up Basic Structure for Campaigns

For empower® Users to be able to receive campaign information in their signature, they have to be part of the campaign targets assigned to the current campaign and a campaign field has to be present.

Open the empower® Admin Center by inserting your company's individual URL into the browser of your choice.

You are redirected to the empower® Admin Center.

Navigate to the section *Customizing Center*, where you can define campaign fields, set up a campaign group tree and assign users and user groups to a campaign.

For further information regarding the *Customizing Center*, please refer to our **empower® Admin Center manual**.

Prepare Signature Template for Campaigns

Once the campaign field has been set up, you can prepare the signature template.

To include the defined campaign field in the signature template, follow the following steps:

1. Navigate to the tab Home and click on the button **Manage signature templates** in the group *empower Mails* to access the empower® Library (Figure 85).
2. Select your signature template and double-click it to open the template in Word.

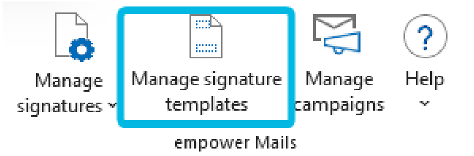

Figure 85. Button **Manage signature templates**

3. Place the cursor at the position in your template where you would like to add the image placeholder for the image of the campaign to be inserted in.
4. Click on the button **Add Campaign Field** and select your campaign field to insert it into the template (Figure 86).

Figure 86. Button **Add Campaign Field**

5. Set both size and position of the campaign field via the context menu options of the image placeholder (size and position) and save the signature template with a click on the button **Save template** (Figure 87).

Figure 87. Button **Save template**

It is required to use an additional image placeholder for the campaign. It is not possible to use the same image placeholder that is used for your company logo.

Add a Campaign

To complete the preparations for a campaign, an active or scheduled campaigns needs to be present that includes the following information:

- Campaign name
- Duration
- Target groups

To add a campaign, follow the following steps:

1. Navigate to the tab Home and click on the button **Manage campaigns** (Figure 88).
   A dialog box opens.

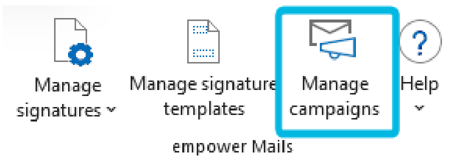

Figure 88. Button **Manage campaigns**

2. Click on the button **New Campaign** (Figure 89).
   A dialog box opens.
3. Insert a campaign name into the input field *Name* (Figure 90 **(1)**).
4. Click on the **arrow** symbol in the field *Duration* to access the calendar (Figure 90 **(2)**).
5. Pick the start and end date for the campaign (Figure 91).
   The selected time frame is now displayed in the field *Duration*.
6. Click on the **arrow** symbol in the field *Target Group* to access the campaign group tree you have set up previously (Figure 90 **(3)**).
   Tick the checkboxes for all user groups you want to assign the campaign to.
7. To select a campaign banner for your campaign, follow the following steps:
   a. Click on the button **Upload image** to browse through your device and select your desired image (and thus, upload it into the empower® Library) (Figure 90 **(4)**).
   b. Click on the button **Select image** to use an image that is already stored in the empower® Library (Figure 90 **(5)**).
8. Set a hyperlink via the input field *Hyperlink* that can be accessed with a click on the previously selected image (Figure 90 **(6)**).
9. Click on the button **Preview** to check how your campaign will look like (Figure 90 **(7)**).
10. Click on the button **Save** to confirm the information added to your campaign (Figure 90 **(8)**).

Figure 89. Button **New Campaign**

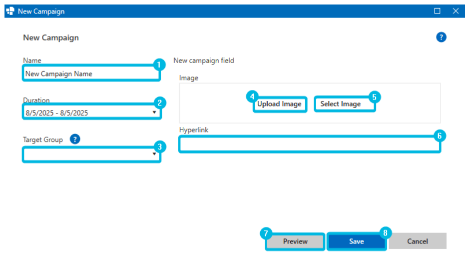

Figure 90. Dialog Box New Campaign

Figure 91. Date Picker in Input Field *Duration*

Manage a Campaign

Once a campaign has been set up, the campaign is listed in an overview that can be accessed via the button **Manage campaigns** in the tab Home (Figure 88).

Information on the status is included and campaigns can be edited or put on hold. Campaigns that are expired are archived.

In total, the following statuses are available (Figure 92):

- **Active** – Currently active campaign
- **Planned** – Campaign with defined start date in the future
- **On hold** – Campaign with defined duration in present, but put on hold
- **Archived** – Campaign with defined duration in the past (an archived campaign can be used again)

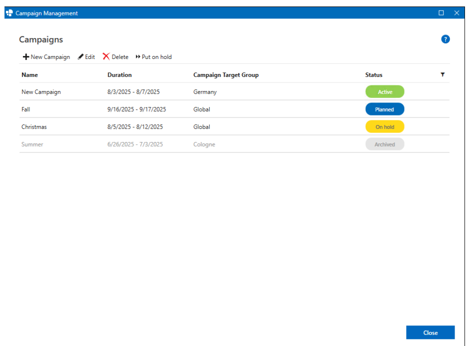

Figure 92. Campaign Management Status

To edit a campaign, follow the following steps:

1. Navigate to the tab Home and click on the button **Manage campaigns** (Figure 88).
2. Select a campaign from the list and click on the button **Edit** (Figure 93).
   A dialog box opens.
3. Perform all necessary changes and click on the button **Save** to confirm the changes.

Figure 93. Button **Edit**

To delete a campaign, navigate to the tab Home and click on the button **Manage campaigns** (Figure 88).

Figure 94. Button **Delete**

Then, click on the button **Delete** (Figure 94).

A dialog box opens.

Click on the button **Yes** to confirm the deletion of the campaign (Figure 95).

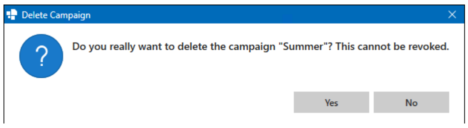

Figure 95. Dialog Box **Delete Campaign**

Once the set duration of a campaign is over, the campaign is automatically archived. To reactivate an archived campaign, select the campaign from the list, click on the button **Edit** and change the duration in the input field *Duration*.

A campaign that is put on hold can be reactivated. To do so, select the campaign and click on the button **Set to active** in the navigation bar (Figure 96).

Figure 96. Button **Set to active**

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If a picture you have used in an existing campaign has been deleted, you are notified. A dialog box opens.

Open the campaign management to adjust your existing campaigns.

6. Content Updates

In Outlook, you receive a notification on your screen if there have been changes to the profile or company data contained in your signature (**Figure 97**).

After the data has been loaded successfully, the screen disappears.

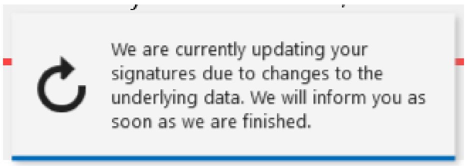

Figure 97. Update Notification in Outlook

7. Create a New E-Mail

If you have set a default signature, this signature will be inserted into a new e-mail automatically.

If you have more than one signature set up, you can switch to a different signature.

To do so, navigate to the group Include in the Outlook ribbon and click on the button **Signature** (**Figure 98**).

A drop-down menu opens.

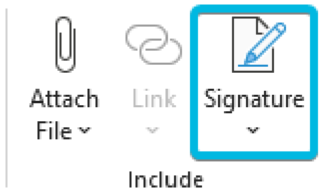

Figure 98. Button **Signature**

In the drop-down menu, click on your preferred option (**Figure 99**).

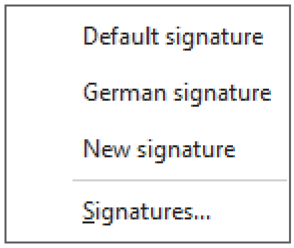

Figure 99. Drop-Down Menu with Signatures

If you click on the option **Signatures...**, the Outlook built-in signature management opens.

Alternatively, you can right-click on the signature in the e-mail. A context menu with the same options opens.

For further information regarding the signature management, see **Manage Signatures**.

Be your best at work.

If you need any further help, please refer to our **Help Center** and to our **Video Tutorials**.