OUTLOOK WEBMAIL INSTRUCTIONS (includes LPHA Webmail Accounts) URL: <u>https://webmail.mo.gov</u>

- 1) Open Internet Browser of your preference
- 2) In the address bar, type in https://webmail.mo.gov
- 3) **Type** in the **domain\username** and current (Active Directory account) **password**.
- 4) click Sign In





Sign-in as your domain\username or as your username@fulldomain, for example username@domain.state.mo.us .

You may click here if you want to change your password now.

By accessing this system you agree to the following terms of use:

 This system is a secured, private, monitored system to be used by State of Missouri authorized personnel for State of Missouri business purposes only.
 Unauthorized access or use is strictly prolibited.
 All information contained on this system is deemed to be private, confidential, and the property of the State of Missouri.



TROUBLESHOOTING

Error:

Invalid username or password

- You may have allowed the web browser to save an expired password.
- Clearing browser cache may resolve the issue by deleting the Temporary Internet Files, Cookies, Form Data and Passwords.
- Recommend using Internet Explorer as web browser, and if prompted, do not allow the browser to save passwords.

How to Clear Cache in Chrome:

- At the top right, click
- Select More.
- Click More Tools.
- Clear Browsing Data.
- At the top, choose a **time range**.
- To delete everything, select All Time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes. Click Clear Data.

How to Clear Cache in Internet Explorer:

- Close all Internet Explorer windows.
- Open a new Internet Explorer browser, then click **Tools** > **Internet Options**. (If you don't see this, press the Alt key to show the menu bar.)
- In the General tab, under **Browsing History section**, click **Delete**.
- In the Delete Browsing History window, select the check boxes for Temporary Internet Files and website files and Cookies and website data.
- Click **Delete**.



To Reset Login Information: Contact the ITSD Help Desk at 573.522.HELP (4357)

- 1. You will enter domain \username and temporary password set by ITSD technician.
- 2. Click Sign In

Update Password

3. You will be prompted with an **Update Password** page (similar to the one shown below).

bds\username	_
	-
New password	
Confirm new password	

a. You will **create** and **confirm** a **New Password** meeting the criteria for account sign-on. Click **Submit**



- 4. Four results are possible:
 - a. You will receive a message stating that the password has been successfully updated and return to the webmail login screen.
 - b. You will receive an error message: The userID or password is incorrect. Login credentials have been entered incorrectly in one of the first two fields; possibly the incorrect slash. User must use the backslash as the divider between domain\username.
 - c. You will receive an error message: Unable to update the password. The value provided for the new password does not meet the length, complexity or history requirements of the domain. User will need to create a New Password that meets the password requirements for Active Directory account password resets.
 - d. You will receive an error message: **The passwords you entered do not match.** The passwords entered by the user in the New Password and Confirm New Password fields are not the same. Remove both and re-enter a new password.
- 5. When returned to the webmail login screen, the user will then sign in with domain/username and the newly created password.
- 6. Click Sign In



Unable to access Archive Explorer: You may be unable to access archived emails if Archive Explorer does not appear in the menu (as shown in the screenshot below).

- Verify that the user is using Internet Explorer as their web browser. Recommend user **Sign Out** of webmail.
- In the Internet Explorer browser settings, under the **Tools** menu, select **Compatibility View Settings**, enter **mo.gov** in the **Add this Website** field, and click **OK**.
- Recommend user close the current browser session. Reopen a new Internet Explorer browser and login to webmail. User should now be able to access the Archive Explorer for archived emails.

Outlook Web App		sign out	
Mail > Inbox 17 Items		Find Someone Options	
 Favorites 	New - Delete - Move - Filter - View - 🖉 Reply Reply All Forward		Actions
Inbox (14)	Search Entire Mailbox P . ¥		
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P Deleted Items (3167)	Last Month		
	Tips for MO Login and OSCR Assistance Hathaway, Heather		12/14/2016
	3 MS-16087 printing trust issue		
	Kisch, Paul		12/14/2016
	Maintenance: Non Consolidated and Enterprise - Proofpoint Email Encryption Changes (Reminder) ITSDNOC		12/13/2016
	Hataway, Heather: DHSS Help Desk Support		(2) 0 12/7/2016
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	Hathaway, Heather		12/2/2016
	Older		
🙆 Mail	Maintenance: ITSD - ITSD user and computer moves in AD ITSDNOC		11/30/2016
Calendar	3 Governor-elect Transition Team		1
Contacts	Duemmel, Brenda		11/18/2016
Z Tasks	(a) UPDATE: Transition - Personal Device Email Setup Duemmet, Brende		11/17/2016
Public Folders	Dig SoS Elect accounts		(2) 3
Arthive Funitiver	Hathaway, Heather: Duernmel, Brenda		11/17/2016
and Province Opioint	Instructions for putting email on personal phones		3

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