

OUTLOOK WEBMAIL INSTRUCTIONS (includes LPHA Webmail Accounts)

URL: <https://webmail.mo.gov>

- 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**



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

Update 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.

