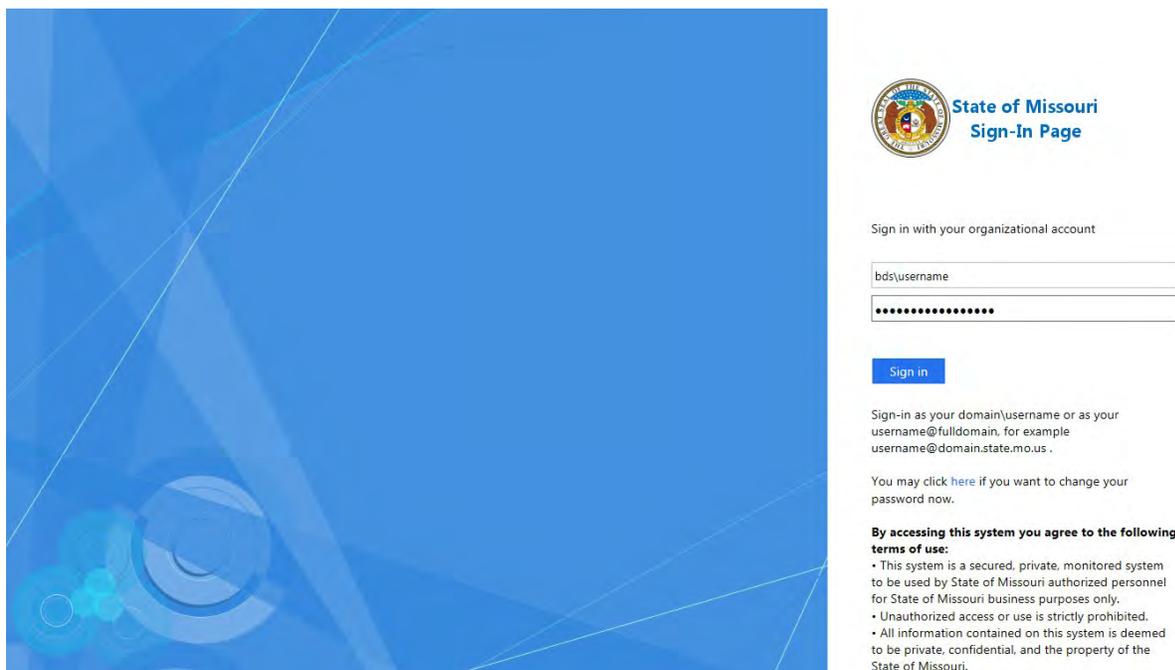


OUTLOOK WEBMAIL INSTRUCTIONS (includes LPHA Webmail Accounts)

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

- 1) Open Internet Explorer
NOTE Internet Explorer is the recommended browser for webmail access.
- 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**



The screenshot shows the State of Missouri Sign-In Page. On the left is a blue background with abstract geometric shapes. On the right, the page features the State of Missouri seal and the text "State of Missouri Sign-In Page". Below this, it says "Sign in with your organizational account". There are two input fields: the first is labeled "bds\username" and the second is a password field with masked characters. A blue "Sign in" button is positioned below the fields. Further down, there is a link "here" for changing the password. At the bottom, a section titled "By accessing this system you agree to the following terms of use:" lists three bullet points: the system is secured and private, unauthorized access is prohibited, and all information is deemed private, confidential, and property of the State of Missouri.

TROUBLESHOOTING

Error: **Invalid username or password** = User may have allowed the web browser to save an expired password. Assist user with clearing browser cache by recommending deletion of 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.

To Reset – follow instructions for resetting Active Directory user accounts.

1. User will enter domain\username and temporary password set by ITSD technician in Active Directory.
2. Click **Sign In**
3. User will be prompted with an **Update Password** page (similar to the one shown below).

Update Password

bds\username

••••••••

New password

Confirm new password

Submit Cancel

4. It may again be necessary for the user to enter domain\username and temporary password set by ITSD technician in Active Directory.
5. User will create and confirm a New Password meeting the criteria for Active Directory account passwords.
6. Click **Submit**
7. Four results are possible:
 - a. User will receive a message stating that the password has been successfully updated and return to the webmail login screen.
 - b. User 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. User 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. User 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.
8. When returned to the webmail login screen, the user will then sign in with domain\username and the newly created password.
9. Click **Sign In**

Unable to access Archive Explorer = User 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, 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

Mail > Inbox 17 Items

sign out

Find Someone Options

New Delete Move Filter View Reply Reply All Forward

Search Entire Mailbox

Conversations by Date Newest on Top

Two Weeks Ago

- Gov User Accounts
Duemmel, Brenda 1/10/2017

Last Month

- Tips for MO Login and OSCAR Assistance
Hathaway, Heather 12/14/2016
- MS-16087 printing trust issue
Kirsch, Paul 12/14/2016
- Maintenance: Non Consolidated and Enterprise - Proofpoint Email Encryption Changes (Reminder)
ITSDNOC 12/13/2016
- TN3270 changes
Hathaway, Heather; DHSS Help Desk Support 12/7/2016
- Maintenance: Non Consolidated and Enterprise - Proofpoint Email Encryption Changes
Hathaway, Heather 12/2/2016

Older

- Maintenance: ITSD - ITSD user and computer moves in AD
ITSDNOC 11/30/2016
- Governor-elect Transition Team
Duemmel, Brenda 11/18/2016
- UPDATE: Transition - Personal Device Email Setup
Duemmel, Brenda 11/17/2016
- SoS Elect accounts
Hathaway, Heather; Duemmel, Brenda 11/17/2016
- Instructions for putting email on personal phones
Duemmel, Brenda 11/16/2016

Mail

Calendar

Contacts

Tasks

Public Folders

Archive Explorer

Search Archives



Compatibility View Settings

Change Compatibility View Settings

Add this website:

mo.gov Add

Websites you've added to Compatibility View:

Remove

Display intranet sites in Compatibility View

Use Microsoft compatibility lists

Learn more by reading the [Internet Explorer privacy statement](#)

Close

