



# Capitol Technology University Email Guide

## Access to Capitol Technology University/Office 365 Email

The university's email system is an Exchange server hosted on Microsoft Office 365. All currently enrolled students have an email account on this system and Office 365.

### Table of Contents

Your Email address and username.....	1
Your email and Office 365 password .....	1
Accessing Capitol/Office 365 email.....	2
Configure self-service portal to change or recover password .....	3
How to reset a forgotten email password .....	7
How to Change your password .....	9
How to access other applications in the Office 365 Suite .....	11
How to forward your email to another email account .....	13
Setup email on a smartphone.....	15

### Your Email address and username

- The email address and username are the same.
- Typically, your first and middle initial + your last name + @captechu.edu
- As an example the user name for: Peter Benjamin Parker would be:  
**pbparker@captechu.edu**

### Your email and Office 365 password

#### ***New Students***

- Your password is in the format of C@p123456 where 123456 is your student ID number
- If you need help recalling your ID number, see your advisor or contact the Registrar's office

## ***Returning Students***

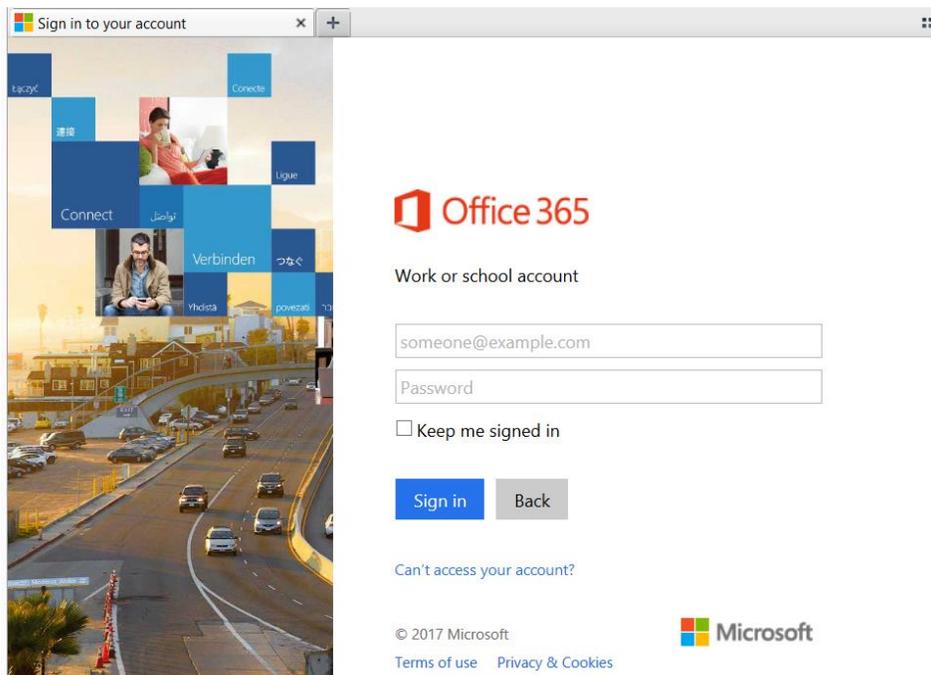
- If you have not recently reset your new password. Your password is in the format of C@p1234569876 where 123456 is your student ID number and 9876 are the last 4 of your SSN
- If you need help recalling your ID number, contact your advisor or the Registrar's office

## ***Student Workers***

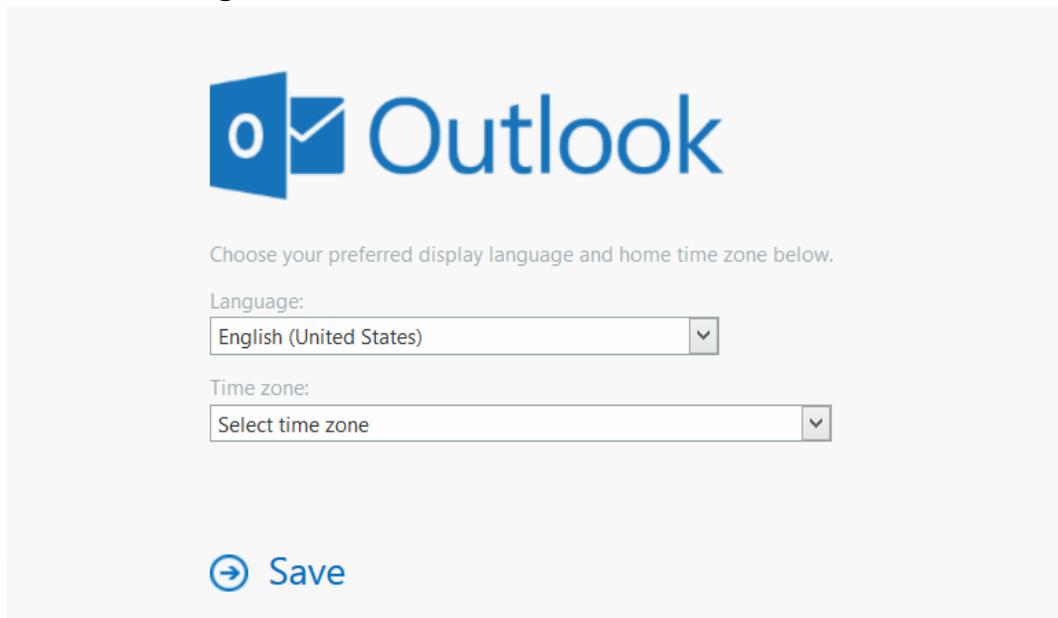
- If you are a student worker who is able to logon to a computer with your name is one of the university Service Offices
- Your password is the same password that you use to logon to a university computer

## **Accessing Capitol/Office 365 email**

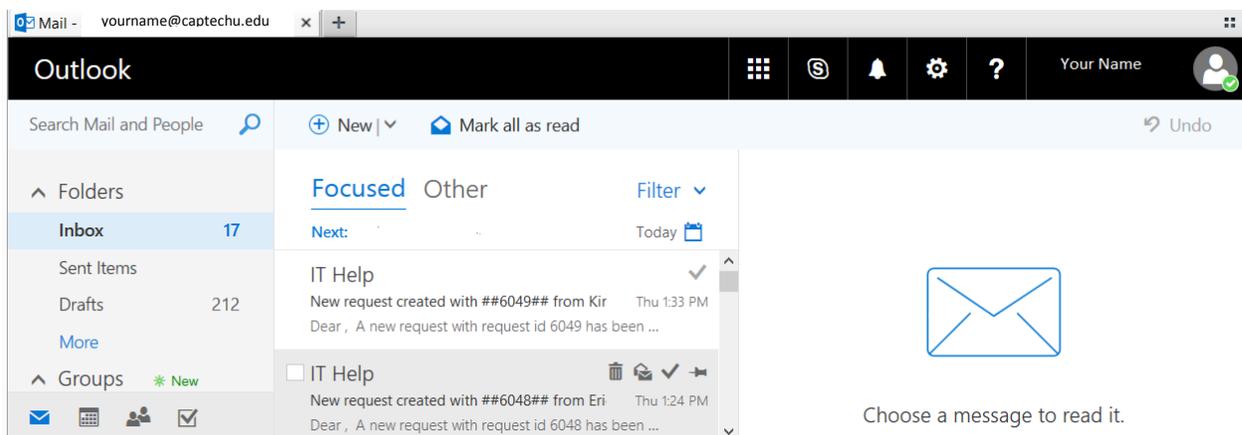
- You need internet access
- Logon to your Capitol email with OWA (Outlook Web Access) at:
- <https://outlook.office.com>



- Enter your email user name where it says: someone@example.com
- Enter your password where it says: Password
- Click on the **Sign in** link



- Choose your Language, Select your time zone, and click Save

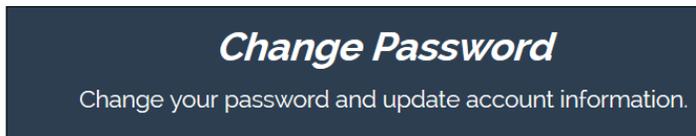
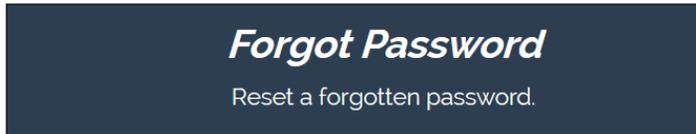


## Configure self-service portal to change or recover password

- **Note - Student workers cannot change their email passwords by this method.** Student workers change their email password by changing their domain login password at the university computer they use on campus.

Contact the IT department at [ithelp@captechu.edu](mailto:ithelp@captechu.edu) or 240-965-2454 if you need assistance.

- To recover a forgotten password or change your current password, you must first update your account information using the self-service portal at:
- <https://account.captechu.edu>



- Configure your self-service account, by clicking on ***Change Password***



User Name:

Password:

- Enter your email **User Name** (including @captechu.edu)
- Enter your **Password**
- Click **Login**

This wizard walks you through the steps required to configure your account for our self service account features.

**User Setup**

You will now be guided through setting up your account so you may perform various self service actions, such as *Password Resets*.  
The list below shows the steps where we need details from you.

<b>Incomplete</b>	Email Addresses
<b>Incomplete</b>	Answer Your Personal Questions

Show steps that are already completed

- **Click Next**

This wizard walks you through the steps required to configure your account for our self service account features.

**User Setup**

We occasionally need to send you messages and confirmations. Please provide your contact details here.

**Email Addresses**

Add Email Address

Yourname@captechu.edu

- **Enter an alternate email address, click Add then click Next**

This wizard walks you through the steps required to configure your account for our self service account features.

**User Setup**

Answer Your Personal Questions. You can create more personal questions in the dashboard once this wizard is complete and your account is setup.

Where were you born?

What is your favourite TV show?

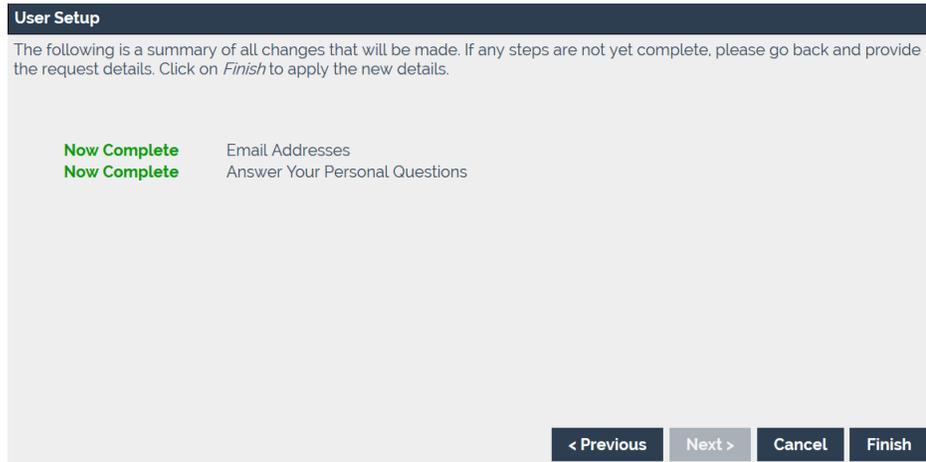
What was your first telephone number?

What was your first pets name?

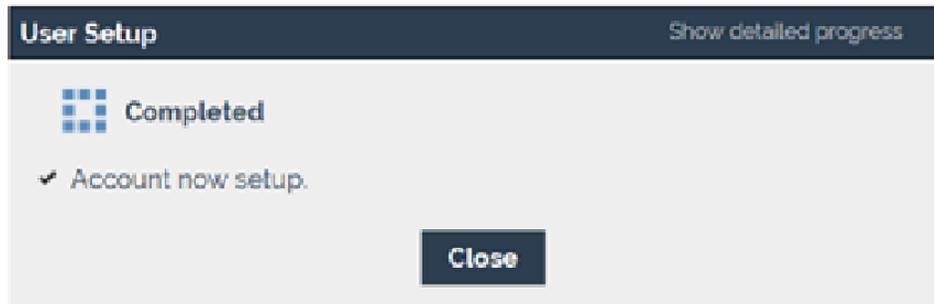
Where was your first school?

Show answers on screen

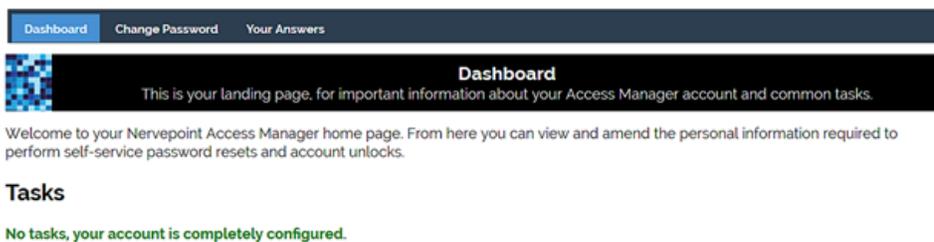
- Answer the questions and then click **Next**



- After completing the questions, click **Finish**



- Click **Close**



- You have completed configuring the self-service portal
- You should receive an email message from 'relay' that confirms you have completed your profile configuration. The subject of the message:
  - **Your self service profile on CapTechU is now complete.**
- The body of the message says:

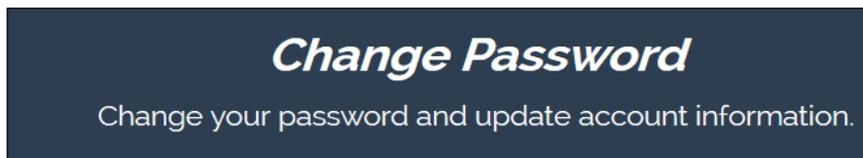
Your self service profile on CapTechU is now complete, and you may use it to perform various account related actions such as password resets, account unlocking and more.

Remember to keep your profile up-to-date. You may login to <https://account.captechu.edu/userlogin.html> with you current account credentials at any time.

- Now you can reset your email password if you forget it in the future or if you want to change your current password or update your profile information

## How to reset a forgotten email password

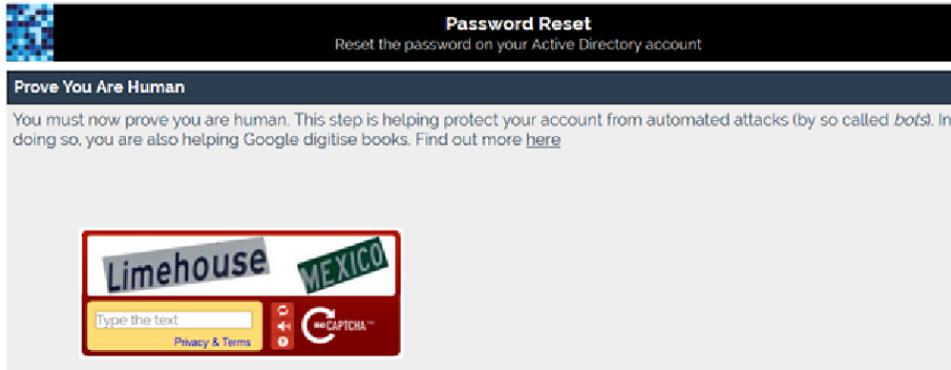
- Since you configured profile account information you can use the self-service portal to reset a forgotten password
- Go to: <https://account.captechu.edu>



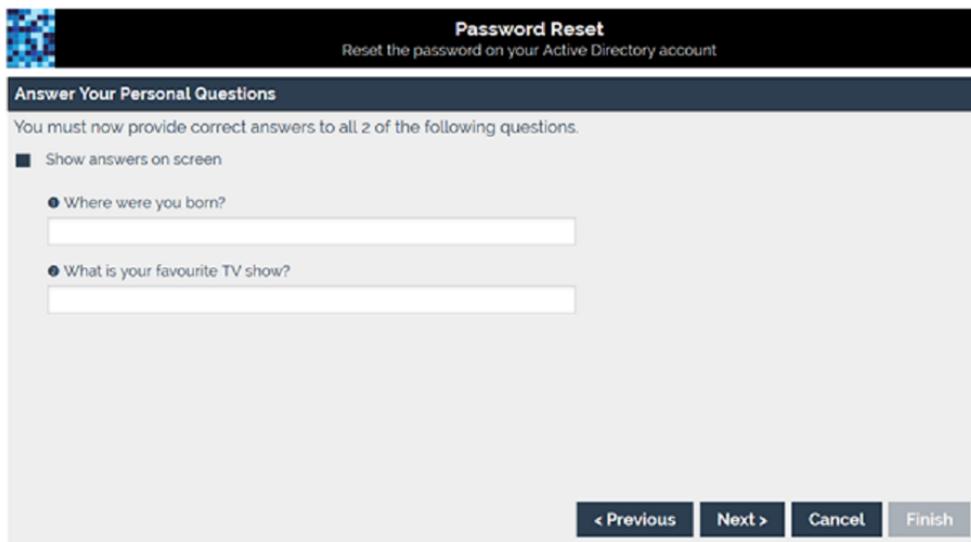
- Click on the ***Forgot Password*** link

A screenshot of a web form titled "Password Reset" with the subtitle "Reset the password on your Active Directory account". The form has a dark blue header with a QR code on the left. Below the header is a section titled "Enter Your User Name" with the instruction "To be able to reset your password, your user account name is required. Please type it in below." There is a text input field labeled "User Name:". At the bottom right of the form are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

- Enter your user account name
- Remember to include @captechu.edu
- Click **Next**



- Enter the CAPTCHA data



- Answer Your Personal Questions with the answers you used when you configured the self-service profile and click **Next**
- *If you cannot continue it could be because the answers given are not correct or you have not completed your self-service account profile*
- *Or you are student worker and this method of recovering your password will not work for you. Contact the IT department at: [ithelp@captechu.edu](mailto:ithelp@captechu.edu) or 240-965-2454*

**Password Reset**  
Reset the password on your Active Directory account

**Your New Password**  
Please choose your new password. It must match

New Password

Confirm New Password

**Password Rules**  
Minimum length:8  
Maximum length:127  
Dictionary words are allowed  
May not contain your username  
You may not use any of your 5 previous passwords.

And must comply with at least 3 of the following rules :-

Digits required:1  
Minimum lower case:1  
Minimum upper case:1  
Symbols required:1

< Previous   Next >   Cancel   Finish

- Enter your new password following the on-screen guidelines
- Enter the same password a second time and click **Finish**

**Resetting Password** [Show detailed progress](#)

 **Completed**

- ❗ Primary password for yourname@captechu.edu on Directory CapTechU reset
- ❗ New credentials applied for yourname@captechu.edu on Directory CapTechU
- ❗ Emailing password change confirmation
- ✓ Password reset completed successfully

Close

- Click on **Close** - you'll also receive a confirmation from 'relay'

## How to Change your password

- Go to: <https://account.captechu.edu/userlogin.html>

## User Portal Login

To manage your personal information enter your Active Directory authentication credential

User Name:

Password:

**Login**

- Enter your User Name (include @captechu.edu) and Password
- Click **Login**
- If you configured your self-service portal, you should see:

Dashboard Change Password Your Answers

## Dashboard

This is your landing page, for important information about your Access Manager account and common tasks.

Welcome to your Nervepoint Access Manager home page. From here you can view and amend the personal information required to perform self-service password resets and account unlocks.

### Tasks

No tasks, your account is completely configured.

- From the Dashboard you can change your password
- Click on **Change Password**

Dashboard Change Password Your Answers

## Change Password

Change the password on one or more of yours accounts.

### Change Password

Old Password (for primary account):

New Password:

Confirm New Password:

**Change**

### Password Rules

Minimum length:8  
Maximum length:127  
Dictionary words are allowed  
May not contain your username  
You may not use any of your 5 previous passwords.

And must comply with at least 3 of the following rules :-

Digits required:1  
Minimum lower case:1  
Minimum upper case:1  
Symbols required:1

This directory also has the following restrictions :-

Maximum Password Age : 730  
Minimum Password Age : 0  
Password History Length : 5

- Enter your old (current) email password
- Enter a new password following the **Password Rules** on the right
- Enter that same password again to confirm
- Click on **Change**

**Changing Password** Show detailed progress

 **Completed**

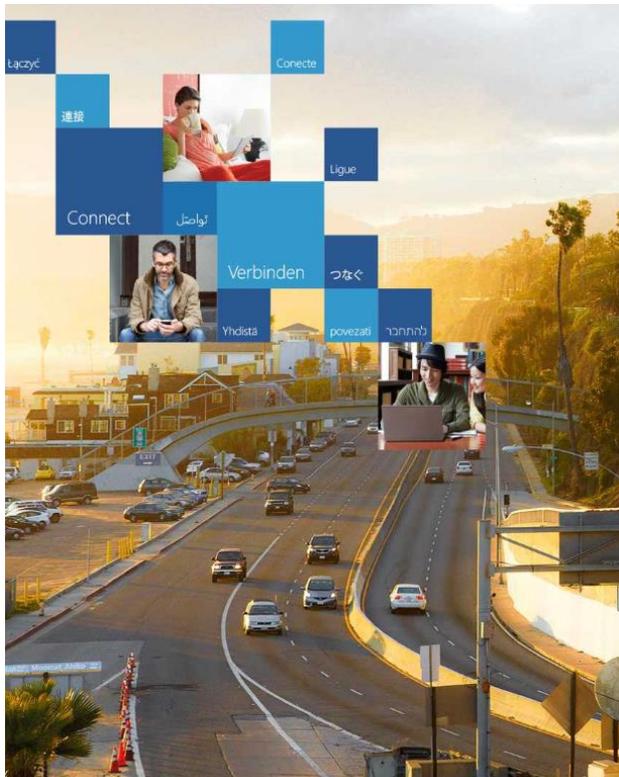
- ❗ Primary password for yourname@captechu.edu on Directory CapTechU reset
- ❗ New credentials applied for yourname@captechu.edu on Directory CapTechU
- ❗ Synchronized account for yourname@captechu.edu on Directory CapTechU
- ❗ Emailing password change confirmation
- ✓ Password change completed successfully

**Close**

- You have changed your password
- You will receive a confirmation email from 'relay'
- Please don't share your password with anyone

## How to access other applications in the Office 365 Suite

- Using the same credentials that you use to access your Capitol/Office 365 email account, go to:  
<https://login.microsoftonline.com>



Work or school, or personal Microsoft account


 Keep me signed in



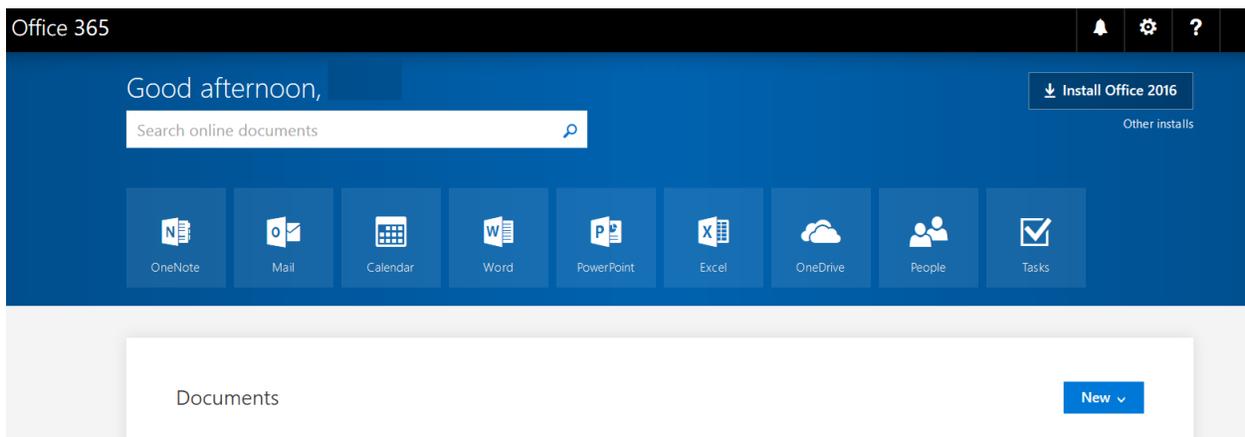
[Can't access your account?](#)

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- Enter your Capitol/Office 365 email address
- Enter your Password
- Click **Sign in**



- Notice that you have access to on-line versions of several Office 365 suite programs including Word, Power Point, Excel, as well as the OWA mail client
- Near the upper right hand corner of the screen see the **Install Office 2016** button/link
- You can use this to install Office 2016 on up to 5 devices (laptop, desktop, tablet, phone)

- These apps are available for you to use for as long as you are enrolled as a Capitol Technology University student at no additional expense to students

## How to forward your email to another email account

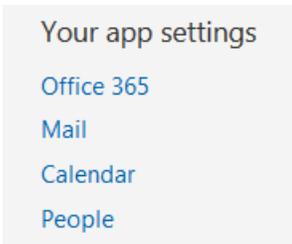
- Login to your Capitol/Office 365 email account using the OWA client as described earlier in this document
- From the Outlook Mail navigation bar



- Select Settings



- Then scroll down to Your app settings and click on [Mail](#)



- This will bring up the Options screen
- Find and click on Forwarding

Office 365 Outlook

Options

- Shortcuts
- General
- Mail
  - Automatic processing
    - Automatic replies
    - Undo send
    - Inbox and sweep rules
    - Junk email reporting
    - Mark as read
    - Message options
    - Read receipts
    - Reply settings
    - Retention policies
  - Accounts
    - Block or allow
    - Connected accounts
    - Forwarding

### Mail options

In this section, you can change your email account settings. Email options are organized into the following categories:

- **Automatic processing** — Control how incoming and outgoing email is handled.
- **Accounts** — Choose how email will flow in and out of your accounts.
- **Layout** — Customize the look of your inbox and email messages.

- Find and click on Forwarding

Mail

- Automatic processing
  - Automatic replies
  - Undo send
  - Inbox and sweep rules
  - Junk email reporting
  - Mark as read
  - Message options
  - Read receipts
  - Reply settings
  - Retention policies
- Accounts
  - Block or allow
  - Connected accounts
  - Forwarding

### Forwarding

Start forwarding

Forward my email to:

Keep a copy of forwarded messages

Stop forwarding

- To forward you email, click on the **Start forwarding** radio button
- Enter the address where you want to forward your email
- If you would like to keep a copy of the messages that you receive,
- Click on **Keep a copy of forwarded messages** box
- Remember that your Office 365 mailbox holds 50GB of mail

## Setup email on a smartphone

- There are several options for accessing your email from your phone
- Open a browser to:
- <https://outlook.office.com>
- Enter your credentials
- Either save the location as a bookmark
- Or save as a shortcut on your desktop
- Install the Outlook app from Office 365
- Open <https://login.microsoftonline.com> on your phone
- Enter your credentials
- Save this link as a shortcut to your desktop
- Either Use the online apps or choose Get Office apps
- For detailed Android directions:
- <https://support.office.com/en-us/article/Set-up-email-in-the-Outlook-for-Android-app-886db551-8dfa-4fd5-b835-f8e532091872?appver=MET150>
- For iPhone or iPad directions:
- <https://support.office.com/en-us/article/Set-up-Office-apps-and-email-on-iOS-devices-0402b37e-49c4-4419-a030-f34c2013041f?ui=en-US&rs=en-US&ad=US>
- For troubleshooting mobile devices:
- <https://support.office.com/en-us/article/Troubleshoot-email-setup-on-mobile-a264ef01-9c88-48fb-9285-7017e4f31f02?ui=en-US&rs=en-US&ad=US>