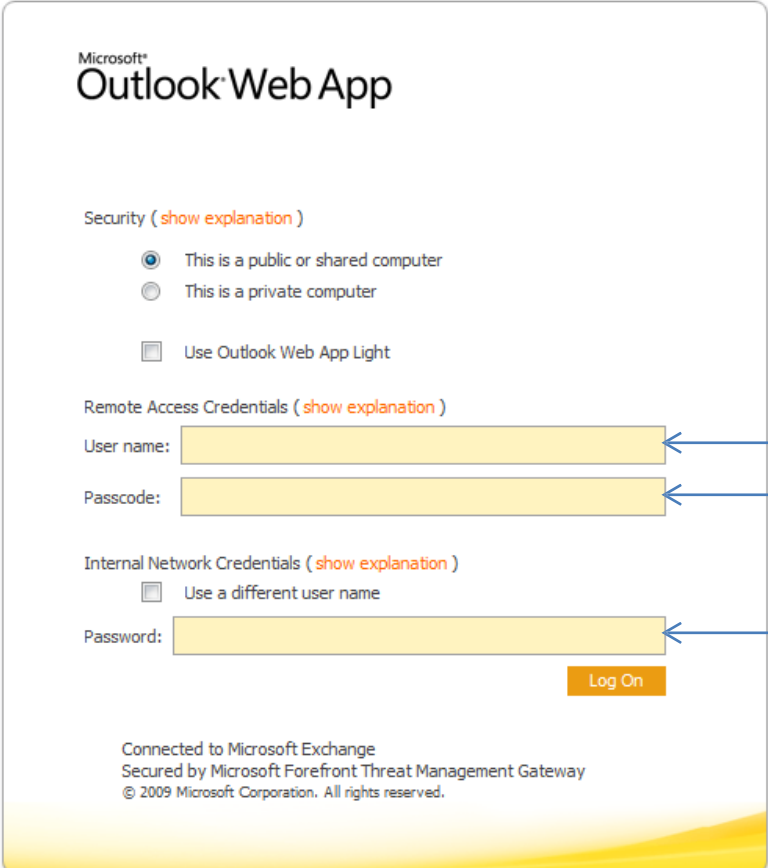


## How to login to Webmail

To gain access to webmail, also known as Outlook web access (OWA), a 2 factor authentication token is required. There is a cost associated with a token which requires a manager's authorisation and a budget code. To be given access to the system contact the ICT service desk ([ictservicedesk@wrexham.gov.uk](mailto:ictservicedesk@wrexham.gov.uk)) and request a '2FA authentication form'. The cost of the token will depend upon whether you wish to use a hard token or soft token – the ICT service desk will advise you the costs.

When you have been allocated a token, go to <http://www.wrexham.gov.uk/agile> and select "Email (Webmail)" and you will be presented with the following login screen (when accessed externally).



The screenshot shows the Microsoft Outlook Web App login interface. It includes a 'Security' section with radio buttons for 'This is a public or shared computer' (selected) and 'This is a private computer', and a checkbox for 'Use Outlook Web App Light'. Below this is the 'Remote Access Credentials' section with a 'User name' field, a 'Passcode' field, and an 'Internal Network Credentials' section with a checkbox for 'Use a different user name' and a 'Password' field. A 'Log On' button is located below the password field. Three callout boxes on the right point to the 'User name', 'Passcode', and 'Password' fields respectively.

Corporate username **without** the WCBC\_DOM1\ prefix

Passcode generated by token, **including** the hyphen if displayed.

Corporate password.

The passcode will be generated either by a physical hardware token or virtual soft token.



Your hardware token will generally be one of the three models displayed above. To generate a passcode on a physical token, press the button and use passcode displayed on the screen.

For a soft token, the service desk will help provision the token on your smart phone. When installed, open the MP-1 app, and select your username, then enter your PIN and click done. A passcode is then displayed on the screen for 60 seconds – include the hyphen when typing the passcode.

