

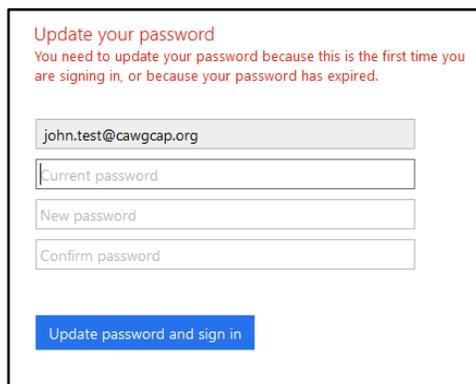
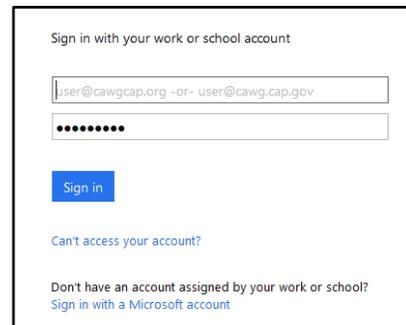
GET CONNECTED TO HIWG OFFICE 365 WEB PORTAL

Getting connected to the HIWG Office 365 Web Portal is easy. It requires NO SOFTWARE INSTALL, NO CONFIGURATION OPTIONS, please use the following instructions to login to your mailbox.

- 1) Navigate to <https://portal.office.com>

The page will look similar to the image on the right:

- 2) Enter the value located in the Office 365 Username field from the email received.
- 3) Enter the value located in the Office 365 Password field from the email received.
- 4) Click on Sign In



Everyone is required to change their password upon logging into the system the first time. The image on the left is what you will see:

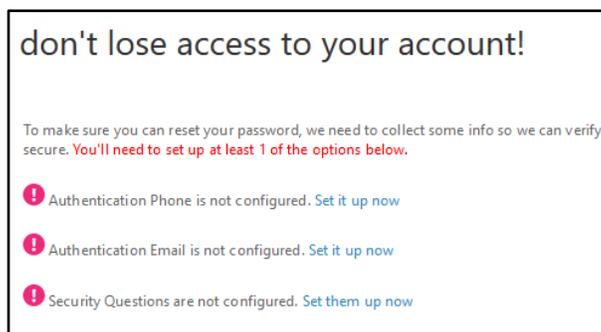
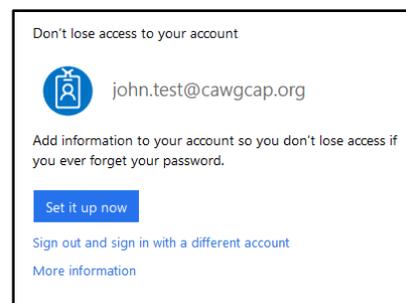
- 4) Enter your current password
- 5) Enter a NEW PASSWORD please note that it must be 8 characters, and be complex which means it must contain (3) of the following items

- Upper Case Letters
- Lower Case Letters
- Numbers
- Special Character

- 6) Click Update Password and Sign In

You will now be presented with the screen on the right. This is notifying you that extra information is required so that you can recover your password should it ever get lost. Everyone is required to setup at least ONE of these on the original sign in.

- 7) Click on Set it up now
- 8) Select your login name and password click Sign In



You will be presented with (3) items – you must Setup at least (1) of these now. You can do the rest later. But it is strongly suggested that you setup each of them now.

- 9) Click on Finish when completed.

Next a screen requesting that you select your time zone.

- 10) Select the appropriate time zone
- 11) Click on Save

You will now be logged into your mailbox. It is suggested at this point to use the following links to learn more about the product.



Office 365 Learning Center

<https://support.office.com/en-us/article/Office-365-training-396b8d9e-e118-42d0-8a0d-87d1f2f055fb?ui=en-US&rs=en-US&ad=US>

Office 365 Training Videos

<https://support.office.com/en-us/article/Office-365-for-business-training-e990f8ff-56d7-450e-ad9f-74ae8718ef09>

GETTING SUPPORT / PASSWORD RESETS

if you need to reset your password, you can use the self-service reset option at:

tools.hiwgcap.org

1. To use the self-service option, you'll need the following information (Go to eServices member search <https://www.capnhq.gov/CAP.MemberSearch.Web/> to find this info):
 - Your CAPID
 - The Date you joined CAP [note the date format: mm/dd/yyyy]
 - The Unit and wing you belong to
 - The City where you live [where eServices thinks you reside]
3. fill out the form in tools.hiwgcap.org and submit

The process will send a new temporary password and username to your external email address, as it is recorded in eServices. If you've not kept that current, you'll have to email IT help: it-hiwg@hiwgcap.org . Be sure to keep your Alternate Email current in eServices.

*** Be sure to keep an email OTHER THAN your hiwgcap.org email current in eServices.***

If for some reason, the self-service option doesn't work, you may either contact Wing IT via telephone, ask your unit commander for help, or send us an email to IT help: it-hiwg@hiwgcap.org.

EMAIL

If you need instructions setting up your email on Outlook or some other 3rd party mail client, either:
send an email to IT help: it-hiwg@hiwgcap.org or
call one of us in IT or
check out the documents in the document folder : [office365 documents folder](#)