# 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) 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).



**Microsoft® Outlook Web App**

Security ( show explanation )
- ⦿ This is a public or shared computer
- ○ This is a private computer

☐ Use Outlook Web App Light

Remote Access Credentials ( show explanation )

User name: [_____] ← Corporate username **without** the WCBC_DOM1\ prefix

Passcode: [_____] ← Passcode generated by token, **including** the hyphen if displayed.

Internal Network Credentials ( show explanation )
☐ Use a different user name

Password: [_____] ← Corporate password.

[Log On]

Connected to Microsoft Exchange
Secured by Microsoft Forefront Threat Management Gateway
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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.