Sisterning and Asurtec

Accessing Webmail Instructions

Contents

Introduction

In January 2018, Sistering and Asurtec upgraded Sistering's email system to Microsoft's Exchange Online. Several improvements accompany this upgrade including how staff access webmail. This document describes
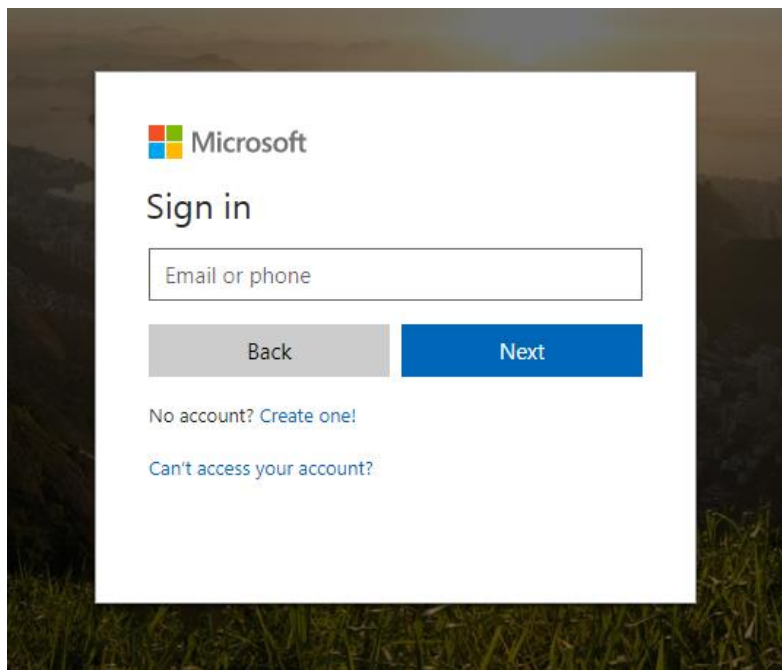
1. How to access Sistering's webmail and
2. How to change your password from Exchange Online

Accessing Webmail

1. Open your preferred Internet browser

2. Enter the following URL in the address bar: webmail.sistering.org
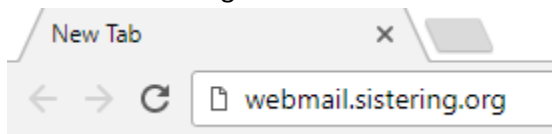
3. You will be redirected to Exchange Online. Type in your email in the "Email or phone" text box and click next

4. Enter your Exchange Online password in the "Password" text box. If you do not have a password, please see Tekla or open an Asurtec support ticket (support@asurtec.com).
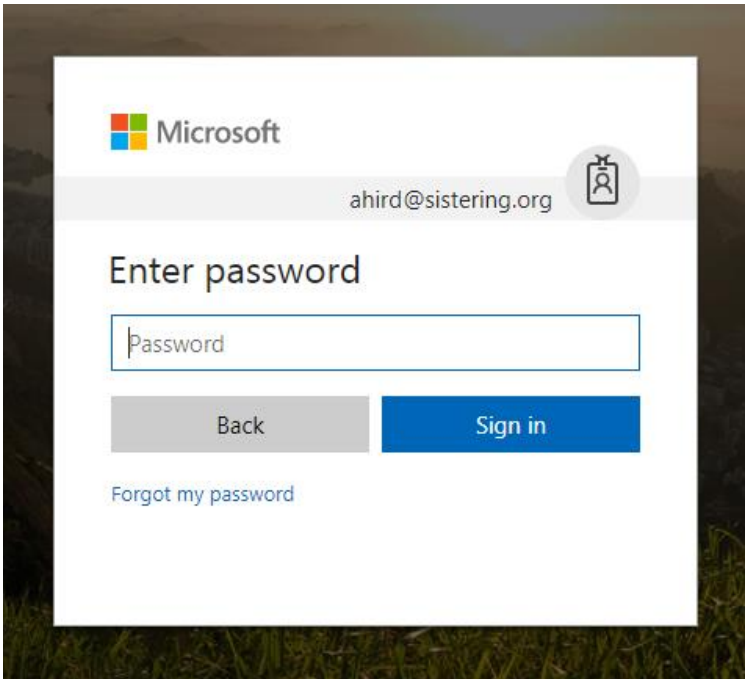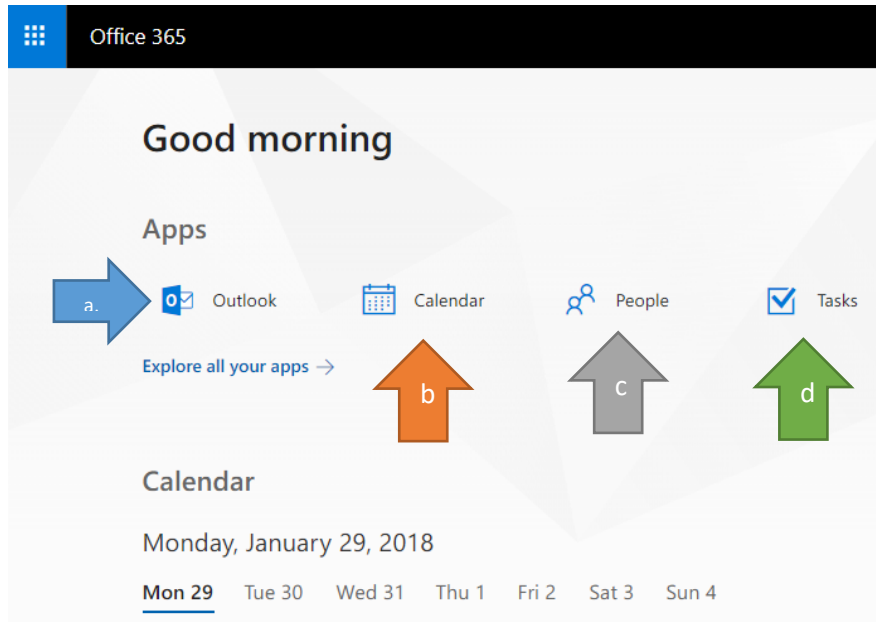
5. If you are accessing Exchange Online for the first time, you will see a quick introduction to Office 365. Click through the introduction (blue arrow) or close the window (orange arrow).
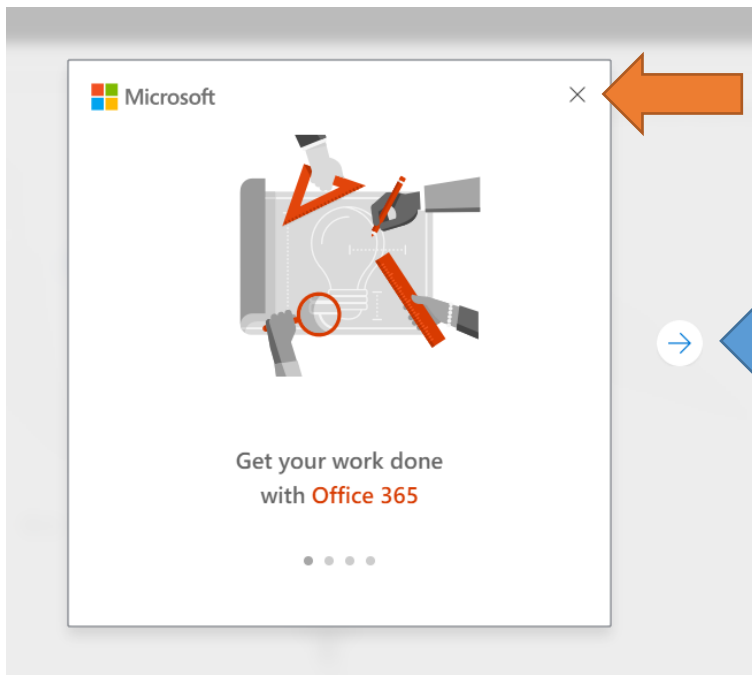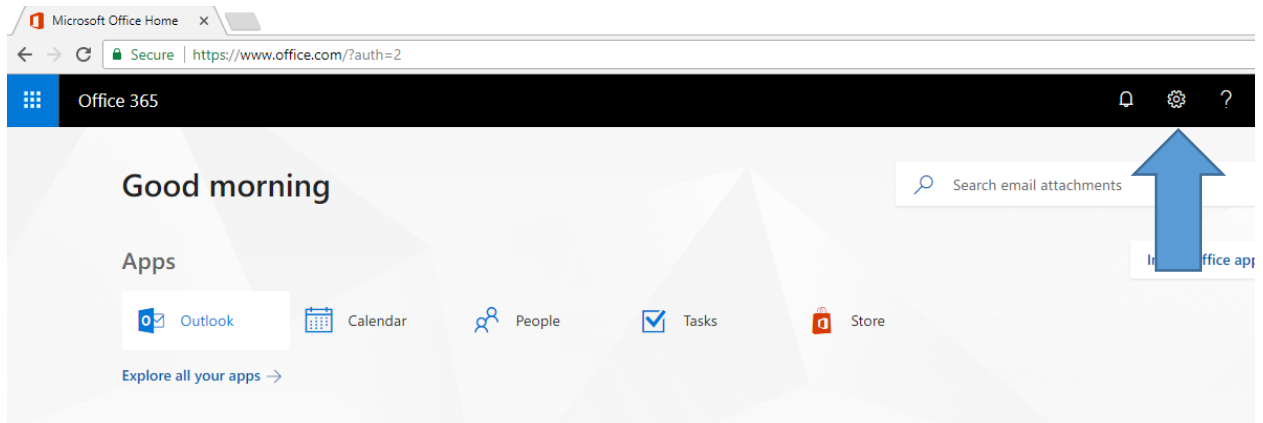

6. Your main Exchange Online page will appear. This is where you access your
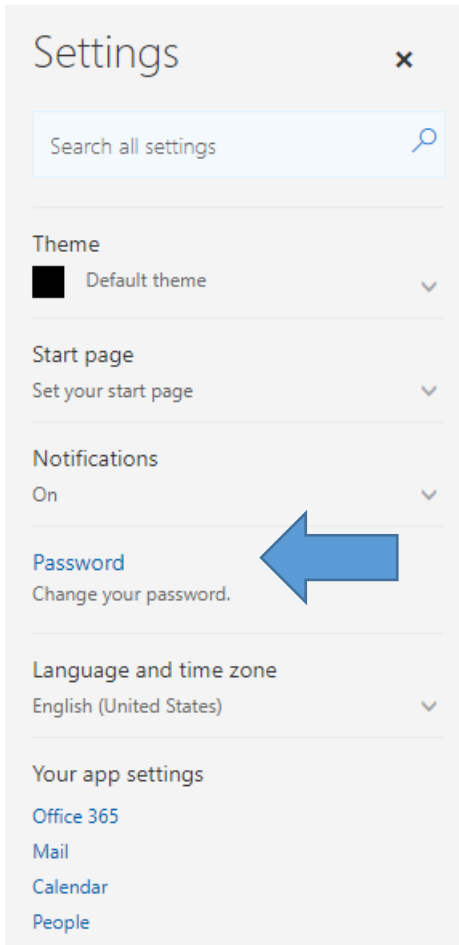   a. Email (Outlook)

b. Calendar
c. Contacts (People)
d. Tasks

Changing your Exchange Online Password through Webmail

1. From the main Exchange Online page, click the settings button at the top right side of the page (blue arrow)

2. The Settings section will appear on the right side of the screen. Click the "Password" link.

3. A new browser tab will open entitled "Change Password". Enter your old and new passwords in the corresponding text boxes and click "Submit".
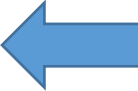

change password

Strong password required. Enter 8-16 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols.

User ID
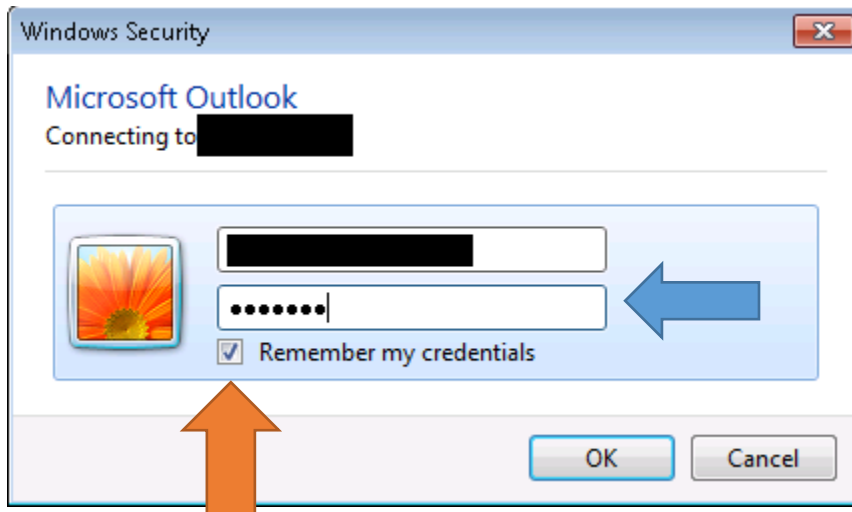ahird@sistering.org

Old password

Create new password

Password strength

Confirm new password

submit   cancel

Note: A strong password is required for Exchange Online. Instructions for a strong password are at the top of the "Change Password" page (blue arrow above).

4. Once your password has been reset, you will be prompted to enter your new password when you access email through Outlook on your laptop or PC. Enter you new password (blue arrow) and ensure that the "Remember my credentials" check box is selected (orange arrow). If you do not click the "Remember my credentials" check box, you will be prompted to enter your password each time you access email from your PC.

Accessing Webmail Summary

1. From your preferred browser, go to webmail.sistering.org
2. Enter your email and click next
3. Enter your password and click next
4. Close the Exchange Online introduction window if it appears
5. Your main Exchange Online window will appear. Choose the application you want to access (email, calendar, contacts, etc.)