E-Mail access through the Microsoft Office 365 Portal

How to access your email using the Microsoft Office 365 Portal

Test for Internet Connection

The following will help you test your internet connectivity. You must be connected to the internet to use Outlook Web Access (OWA).

1. Open an Internet Explorer browser session by clicking the icon.
2. Type www.culvercity.org in the address bar, then press Enter.
3. If you have internet connection the Culver City web site will appear in the Internet Explorer window. The following screen will appear (Figure 1).

Figure 1
Accessing your E-Mail with an Internet connection

1. Type https://outlook.office.com/culvercity.org into the address bar in Internet Explorer, and press Enter. Note it is https with an “s” at the end. A screen similar to the following will appear (Figure 2).

![Screen Capture](image-url)

Figure 2

2. Enter your full e-mail address including the @culvercity.org. For example firstname.lastname@culvercity.org and then enter the same password you use to login to your City desktop or that has been given to you for use on Office 365 e-mail.
3. Once you click “Sign In” another screen will appear. Contained on it will be a number of panes. Look for the two labelled “Mail” and “Calendar”. You will normally be operating on these two. See Figure 3 below.

4. Click on “Mail”. The screen will change. If this is the first time you’ve looked at Mail on this browser it will go to a screen that asks you to confirm your default language (English will be listed) and your default Time Zone. Click on the drop down on the time zones and choose “Pacific Time”; which will be about 8-10 choices down on the window. You will only need to set this once on this PC. It should remember when you return. On another PC you will have to make these choices once as well.

5. The screen should change to the Office 365 Mail Inbox. It will look similar to the following (Figure 4). From here you can send and review mail.
6. Notice the small box in the upper left that looks like a square with a 3 by 3 set of small squares in it (Figure 5). Click once on it.

7. Clicking on the 3 by 3 square should cause the menu to appear as follows (Figure 6). Yours may look different but should still have “Mail” and “Calendar” as choices. Click “Calendar”.

Figure 4

Figure 5

Figure 6
8. Clicking on the “Calendar” entry will open the Calendar application. It will look similar to the following (Figure 7). You can manage your calendar here.

9. Finally, to logout look for the small silhouette of a head and shoulders on the upper right. Click on it. It will reveal a menu and one of the choices is “Sign Out”. Choose it to logout of Office 365.
Important Notes for Office 365 and City E-Mail Accounts:

- Office 365 is optimized for Internet Explorer and Microsoft Edge. You may find formatting problems or issues with functionality being missing or not visible using other browsers.
- Your City password expires every 90 days. Be certain to change your password every 90 days or when prompted by the system. You should receive an e-mail reminder approximately fourteen days, 7 days, and 1 day prior to your password expiring as a reminder. You may want to put a calendar reminder in your calendar.
- Your password must be changed from a City system or by using the Service Portal. The change password function in Office 365 does not work and will give you an error to that effect. To use the Service Portal you must register your account prior to needing to change your password; otherwise you will have to contact your CCCB liaison or point of contact to arrange a password change and temporary password.
- E-mail on your smart device is not the same as the Office 365 Portal or Outlook on your City desktop. Your signup process should have included the ActiveSync forms. Refer to the instructions for ActiveSync to enable it on your phone or smart device.
- Your City e-mail box has limits in the amount of mail messages it will hold. Your Inbox folder set is shown as “Lastname, Firstname” and will show your Inbox under it. The Inbox and related folders will hold 100 GBs of mail items.
- You have a second folder set called “In Place Archive – Lastname, Firstname”. This part of your mailbox will hold 100 GB of mail messages.
- Retention Policy: Items held in your Inbox will be held there from the date of receipt or sending for two years. After that time they will automatically be moved to your In Place Archive folder for an additional five years before they are purged from the system.
- City e-mail will not be automatically forwarded to personal accounts. This past practice will be discontinued to align the City with best business practice and to conform to litigation discovery policies.
- Any communications that are Public Records should be handled according to the recordkeeping policies of your CCCB. E-Mail is not a records storage or retention medium for Public Records. If you have questions about this please direct them to the appropriate Commission Contact, Department or Division Head, and/or the City Attorney.