Accessing Your Email Outside of the Office Using Webmail [MuniPortal]

The following instructions are only for municipal users that have Email Accounts hosted by the County. The URL provided will allow you to access your mail outside of the office on almost any PC via the Internet, and It does not require any VPN client software.

Internet Explorer Settings

Before you access the MuniPortal, there are a few settings in Internet Explorer that need to be set.

First, you need to add the **westchestergov.com** domain you to your Trusted Sites under Internet Explorer. Open IE, from the **Tools** menu, select **Internet Options**, select the **Security** tab, and then select **Trusted sites** (see Figure 1).
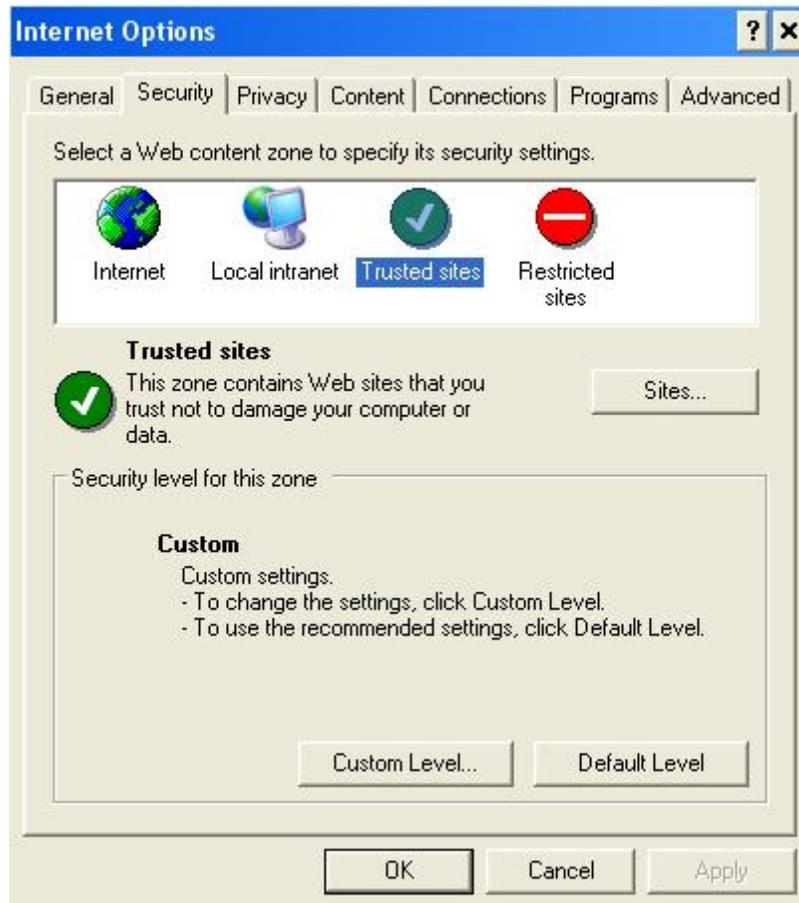
Figure 1

Clicking on the **Sites** button, you should see a screen similar to Figure 2. In the *Add this Web site to the zone*, type **https://*.westchestergov.com** and click the **Add** button.
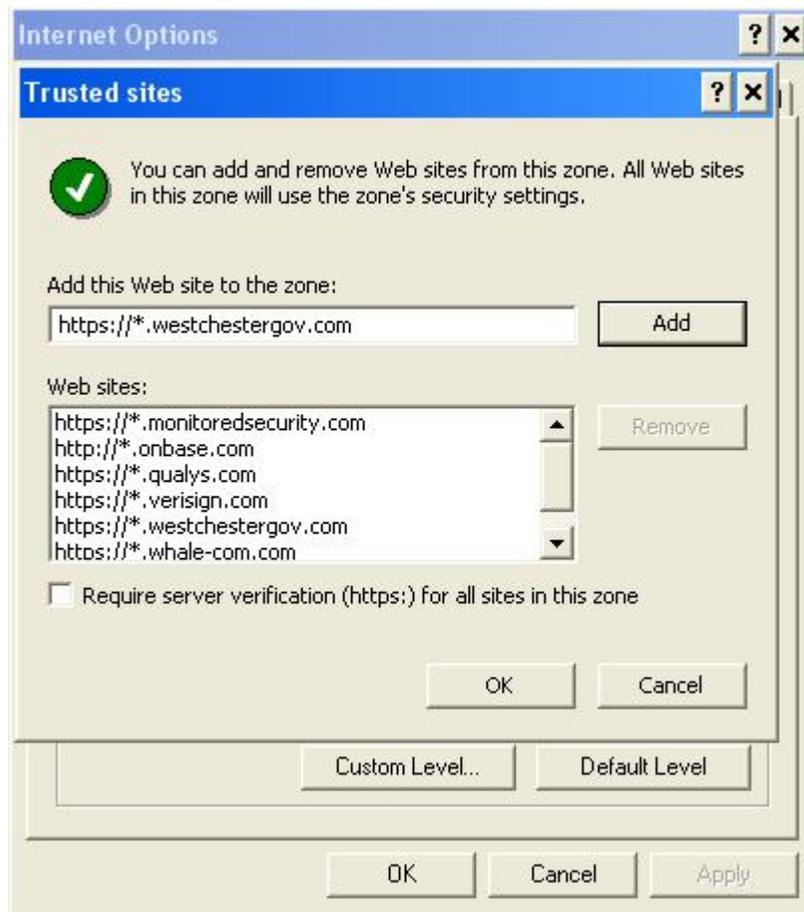
Figure 2

Close the *Trusted site* dialog box by clicking **OK**, and then close the *Internet Options* box by clicking **OK**.

We also need to make sure that ActiveX is set. From the **Tools** menu, select **Internet Options**, select **Security** tab, select **Local Intranet**, and click on the **Custom Level** button.

Under *Security Settings*, please make sure the following options are set to "Enable or Prompt":

- Automatic prompting for ActiveX controls - Enabled

- Binary and script behaviors - Enabled

- Download signed ActiveX controls - Prompt

- Run ActiveX controls and plug-ins - Enable

- Script ActiveX controls marked safe for scripting - Enable

Getting to MuniPortal

If this is your first time visiting *https://mp.westchestergov.com/* from a specific PC, the website will ask permission to download and install an Attachment Wiper from eGap. The Attachment Wiper cleans up all temporary files from the website. Without the Attachment Wiper, you will not be able to open attachments in Webmail.
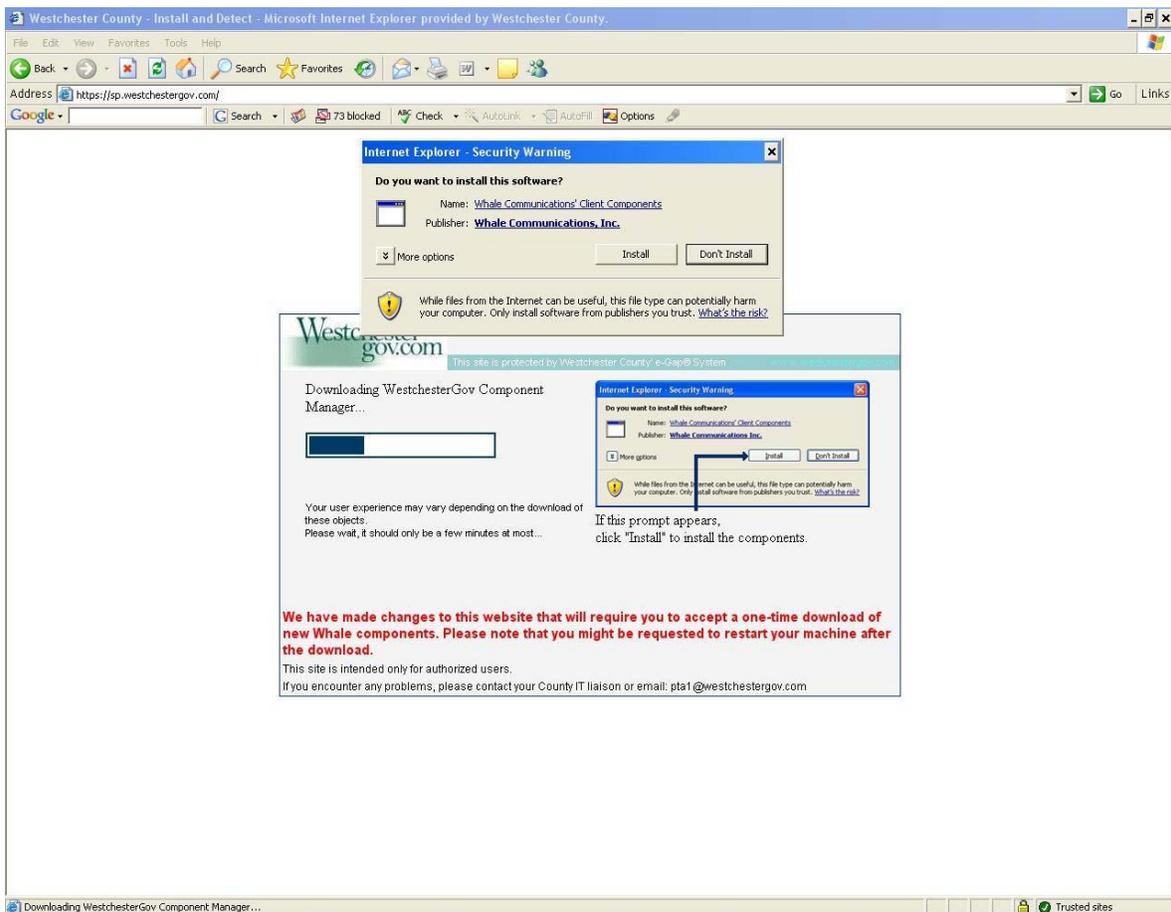
Figure 3

If you choose to install the wiper software, then eGap will download and install the software from our website for you. Just follow the directions as eGap prompts you.
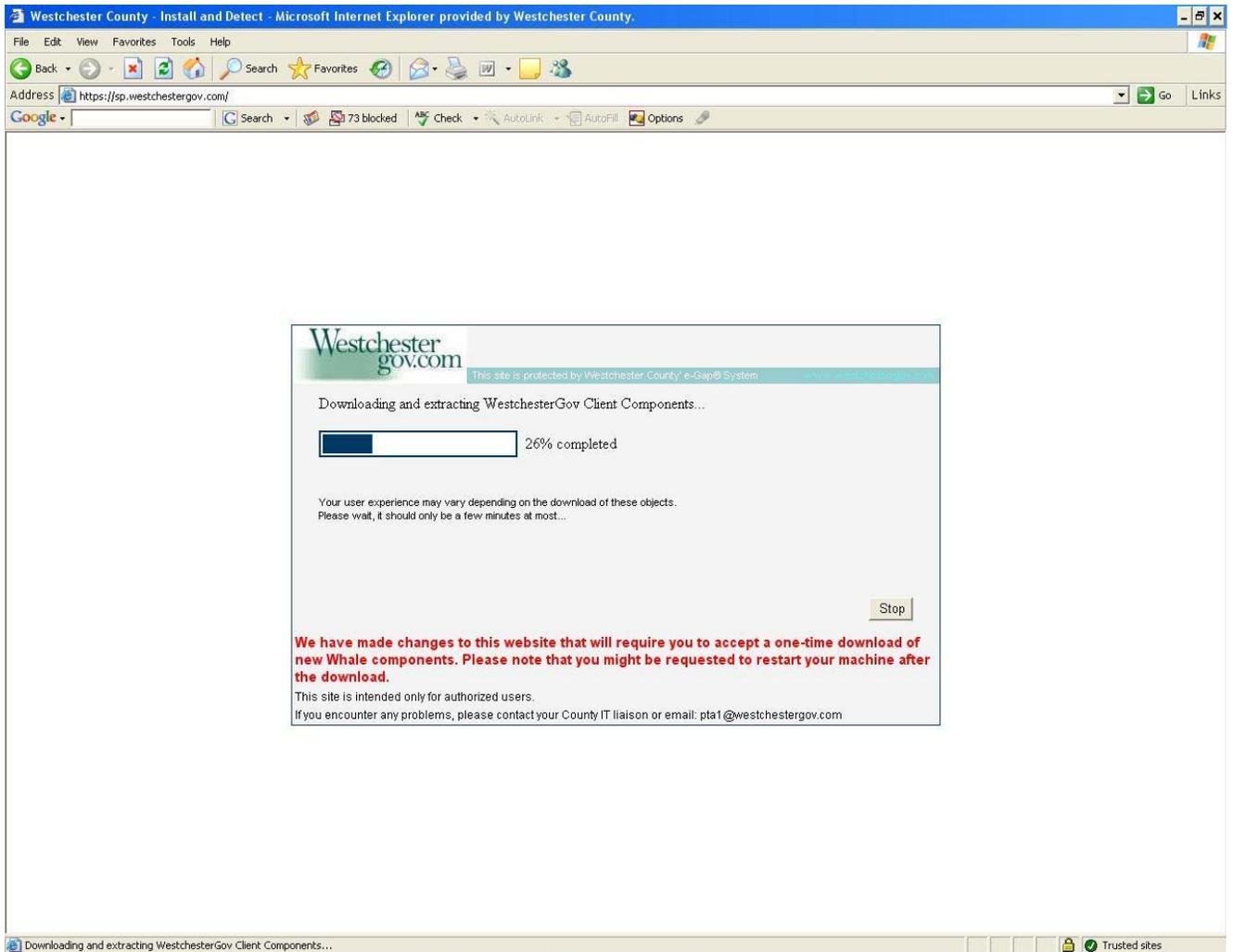
Figure 4

If you choose *not* to install the eGap software or you are unable to, then eGap will warn you that you will have limited functionality [i.e.: the inability to open attachments].
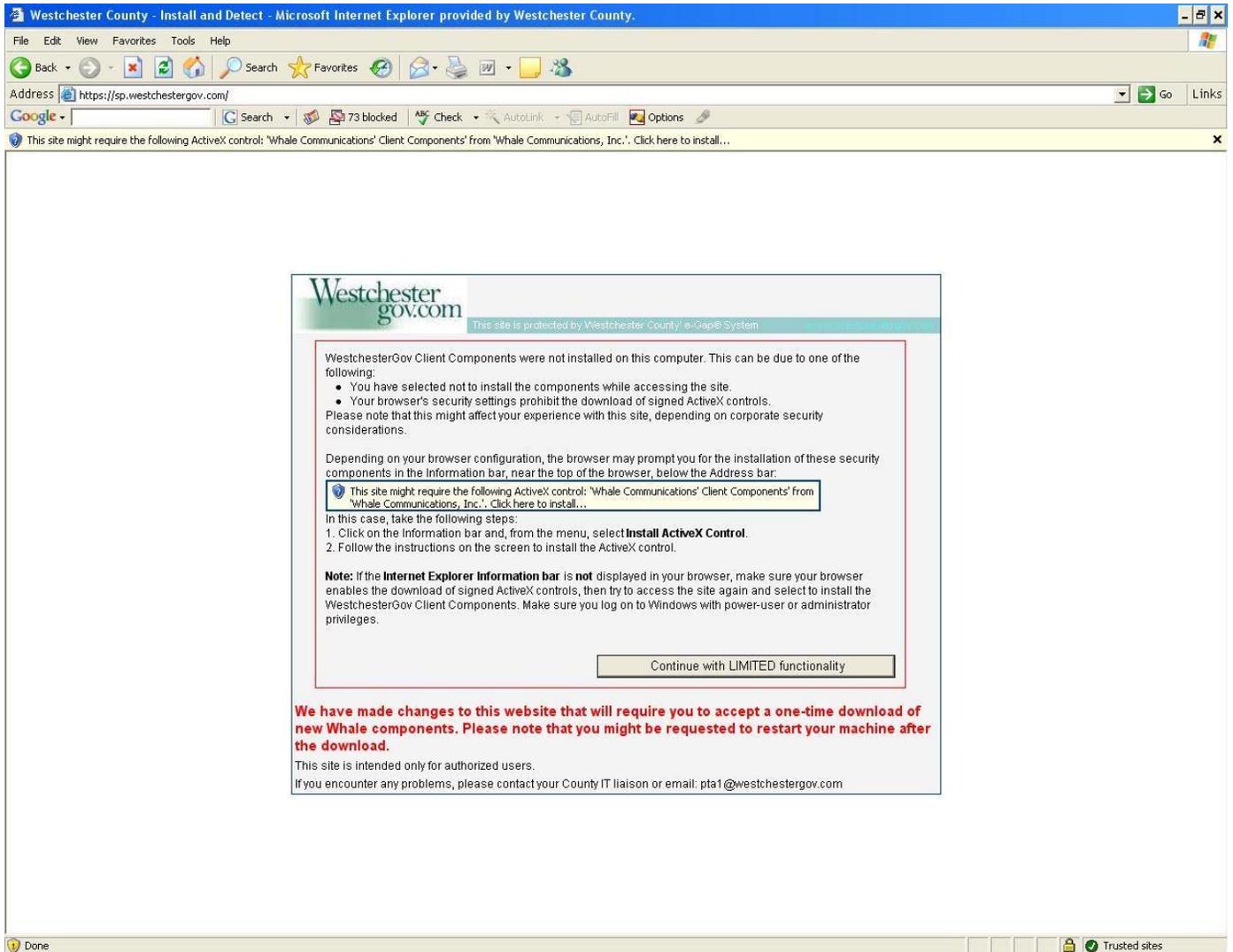
Figure 5

To access the Municipal Webmail application, type **https://mp.westchestergov.com/** in the *Address* box. A webpage similar to Figure 6 will appear.

Note:

If you are using the Google toolbar, please allow for pop-ups.
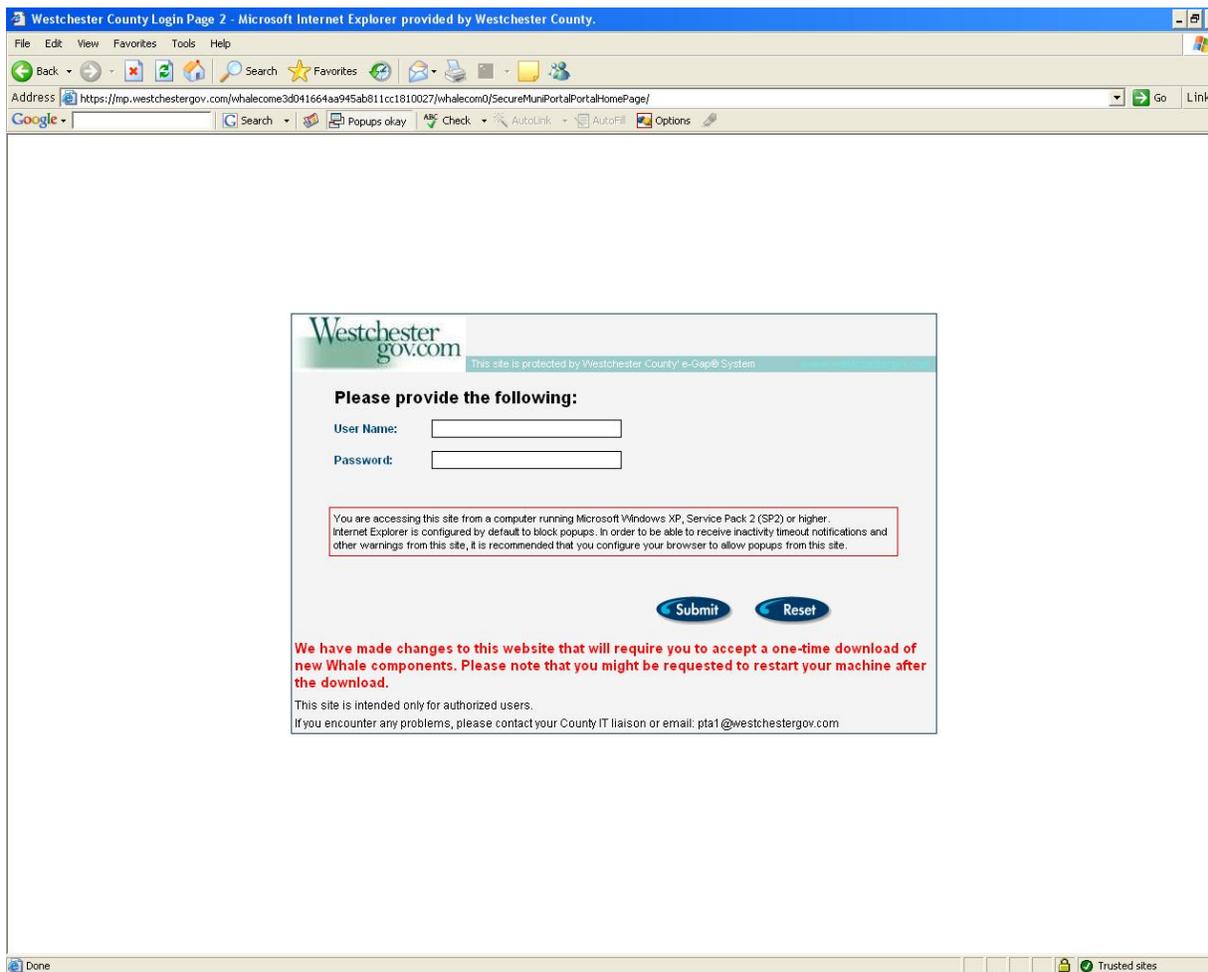
After verification of your User ID and Password, you will receive a screen with the Link "Webmail for XXX" where XXX is your municipality name. Click on this Link and your Inbox will be displayed.

WORKING WITH WEBMAIL

- ✓ There are user instructions via the "Help" button that provide an overview of the functions available in the WEB interface.

  Note:

  It is not the Internet Explorer "Help" function; it is the "Help" under the Inbox Header Line.

- ✓ There is an inactivity timeout of 10 minutes when using this version of webmail, and you will be warned about an impending disconnect unless you interact with the system. There is also a timeout of 8 hours regardless of whether the session is active or inactive and you are not warned of this disconnect. Since there is a limit to the number of concurrent connections allowed, if use of the system is abused, the Department of Information Technology reserves the right to change timeouts for the benefit of other users that need access.

- ✓ To Close the Session, Select "Log Off" on the right side of the Inbox Tool Bar, then exit out of the eGap screen. You will then receive the message "You have now logged off from the Outlook Web Access application; the portal, however, is still open. For security reasons, if you do not intend to keep on using the portal, make sure you complete the logout process or close the browser window." To ensure the session is closed, you should close Internet Explorer.

If you should have any questions on the Webmail interface, please contact the County's Department of Information Technology's Help Desk at **995-5513**.