Using Microsoft Office 365 with a wi.gov email domain

These instructions are for informational purposes only, were correct at the time of creation and are subject to change. Work directly with Microsoft to resolve any MS Office specific issues.

Part 1: Setting up your business email account

1. **Start off with picking your plan through Microsoft.** There are multiple options, ranging from $5.00 to $20.00 per month. Any of the plans will allow you to use a custom domain. Click “Buy Now” on the plan you select.

2. You will be prompted to set up your account. In this first email box, you can type any email you would like. This will be changed later. After typing the email name, click “Next.”

3. Select “Set up account”
4. Enter requested information, with the company name being your municipality name with city/town/village. Please note you will have to verify the phone number you enter.

5. Verify your number.
6. Select “Get a Microsoft domain for now” and type in your requested email domain, such as Tn.Springfield, TownSpringfield, or Town.Springfield. Select a MS domain name that is available. This will be changed to a wi.gov domain later.

3. How you’ll sign in

To set up your account, you’ll need a domain name. What is a domain?

- Buy a new domain name
  yourbusiness.com – it’s about $12.00 + applicable taxes per year.

- Use a domain name you already own
  yourbusiness.com – You’ll have to verify that you own it.

- Get a Microsoft domain for now
  yourbusiness.onmicrosoft.com – You can add a custom domain later.

You’ll probably want a custom domain name for your business at some point. For now, choose a name for your domain using onmicrosoft.com

yourbusiness
townofsole.onmicrosoft.com

townofsole.onmicrosoft.com is available.

Check availability

a. If you choose a MS domain that is unavailable, you will receive this error message:
7. Select the email name that will go before the “@.” This could be “clerk,” your name, or any other text/name you would like to use. The full name will become your new MS email address. Add a password and click “Sign up”.

8. You will be prompted to begin paying the monthly fee. Click ‘Add payment method’ to enter your payment information and complete setting up your account. Note that you will be able to add more users later.
Note: The following steps may vary slightly (some images from prior Office 365 version).

9. Your account is now set up! You will get an Order Confirmation screen. Click the “Go to setup” button.

![Order confirmation](image)

Part 2: Getting your custom domain

Note: The following steps may vary slightly (some images from prior Office 365 version).

1. Go to the Microsoft 365 administration site [here](#). Click ‘Sign in now’.

![Microsoft 365 administration](image)
2. You may be prompted to log in. The page you are directed to will look like this:

![Microsoft 365 admin center](image1.png)

3. Select “Setup” and then “Domains” from the left sidebar. When the Domains page pops up, select “Add domain.”

![Microsoft 365 admin center](image2.png)
4. Add the domain name you would like to use including the .wi.gov, e.g. tn.springfield.wi.gov. Click ‘Next’.

5. The next screen is used by Microsoft to verify that you own (or are in control of) the domain. The information on the following screen is needed to set up the new domain. Save a screen shot of the TXT record (see below) or if available download the CSV (Excel) file.
6. After you have saved the screen shot, you can click ‘Save and Close’.
   a. Note that Microsoft allows domain validation with either a TXT or MX record or both. DOA/DET prefers only the TXT be used. The MX record does not need to be used for validation.

7. Prepare an email to electionsdomain@wi.gov with the following information:
   a. Subject line: wi.gov email domain request for <Municipality Name>, tn.name.wi.gov
   b. Include the domain name being requested, i.e., tn.name.wi.gov, ci.name.wi.gov, vi.name.wi.gov, etc.
   c. Include the domain name being requested in both the subject and body of the email
   d. Screen shot of the above TXT record or CSV/Excel file if available.
   e. Wi.gov Domain Authorization form, completed and signed

Stop here until you have been notified by WEC that the domain has been created.

8. When you receive confirmation from the WEC that the domain has been established, go back into your Microsoft account admin screen.

9. Right click your new domain name and click on ‘Start Setup’.

![Domains screenshot](image)
10. From the Verify Domain window, click ‘Verify’ on the TXT record tab.

11. Go to ‘Choose your online services’. To access email, mark the box next to ‘Exchange’ then click ‘Save and Close’.
12. Under Domain Names, both domains should show a status of ‘Healthy’.

13. To access the new domain from an Outlook email, a new user needs to be created. From the menu on the left, click the arrow next to ‘Users’ to get a drop down. Click ‘Active Users’.

14. Click ‘Add a User’.
15. A screen will pop up to set up the account. Input the first name, last name, and username you want for your email. Review password settings and change if necessary. Click ‘Next’.

16. The following pages are for Assigning a Product License. A new Office 365 Business Essential license may need to be purchased for the account to use Outlook.
17. Optional settings: If you do not set up the user with Admin Center Access, they will not be allowed to make changes to the administrative account (onmicrosoft.com). If an admin account is created, click a checkbox next to each of the boxes below to assign user access.

18. Review details and click ‘Finish Adding’.
19. If additional MX/TXT/CNAME records need to be added to enable email, save a screenshot of those records, or preferably download the CSV (Excel) file.

![MX, CNAME, TXT Records]

20. Prepare an email to electionsdomain@wi.gov with the following information:
   a. Subject line: wi.gov email request for <Municipality Name>, tn.name.wi.gov
   b. Include the domain name being referenced, i.e., tn.name.wi.gov, ci.name.wi.gov, vi.name.wi.gov, etc.
   c. Include the domain name being requested in both the subject and body of the email
   d. CSV/Excel file (or screenshot) of the above records that need to be added to the already established domain
   e. An explanation of what you are requesting

21. WEC will notify you when the records have been added to the domain.