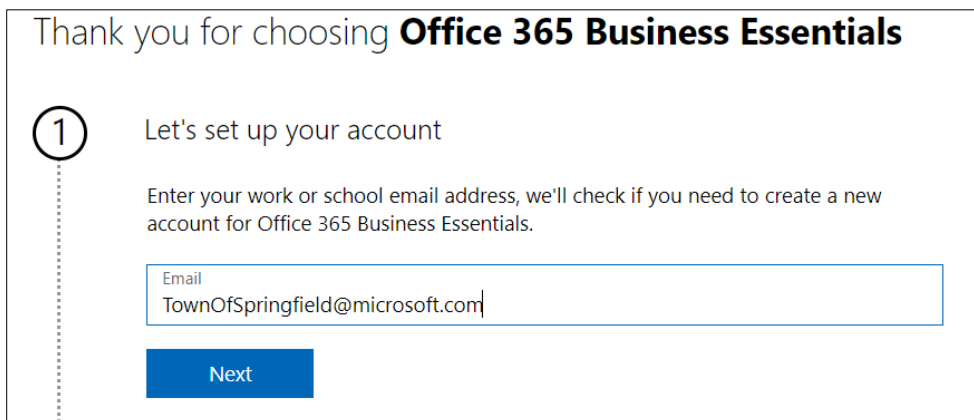


Using Microsoft Office 365 with a wi.gov email domain

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.”



Thank you for choosing **Office 365 Business Essentials**

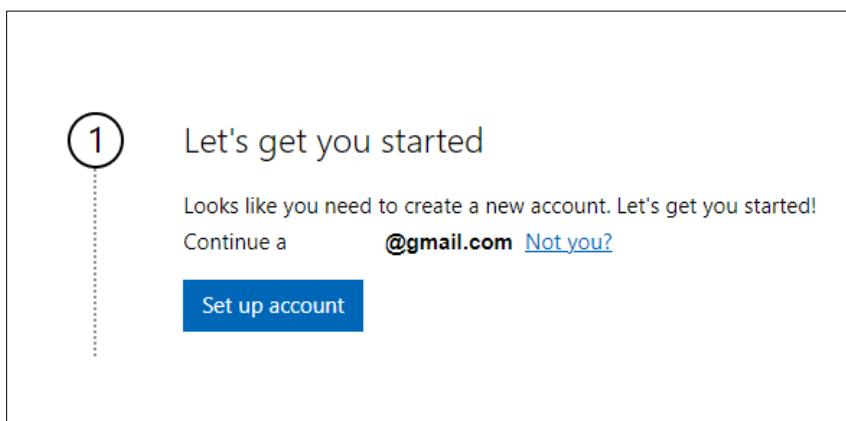
① Let's set up your account

Enter your work or school email address, we'll check if you need to create a new account for Office 365 Business Essentials.

Email
TownOfSpringfield@microsoft.com

Next

3. Select “Set up account”



① Let's get you started

Looks like you need to create a new account. Let's get you started!

Continue a @gmail.com [Not you?](#)

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.

2 Tell us about yourself

First name: Jane Last name: Fake

Business phone number: 6082612028

Company name: Town of Springfield

Country or region: United States

By clicking **Next**, I agree to the [privacy statement](#) and the [default communication preferences](#)

Microsoft Partners may contact me with information about their products, services, and events

Next

- 5. Verify your number.

1 Started your order

2 Tell us about yourself

A text or phone call helps us make sure this is you.
Enter a number that isn't VoIP or toll free.

Text me Call me

Code: (+1) United States Phone number: 608

We don't save this phone number or use it for any other purpose.

Send Verification Code

[Go back](#)

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 Next

- a. If you choose a MS domain that is unavailable, you will receive this error message:

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
TownOfSpringfield

.onmicrosoft.com

Sorry,
TownOfSpringfield.onmicrosoft.com is not available. Choose a different domain.

Check availability

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”.

3 How you'll sign in

✓ ✓ ✓ ✓

Now create your user ID and password to sign in to your account. ⓘ

Name	<input type="text" value="clerk"/>	@townofsole.onmicrosoft.com
Password	<input type="password" value="....."/>	
Confirm password	<input type="password" value="....."/>	

By clicking **Sign up**, you agree to our [terms and conditions](#).

Sign up

< Go back

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.

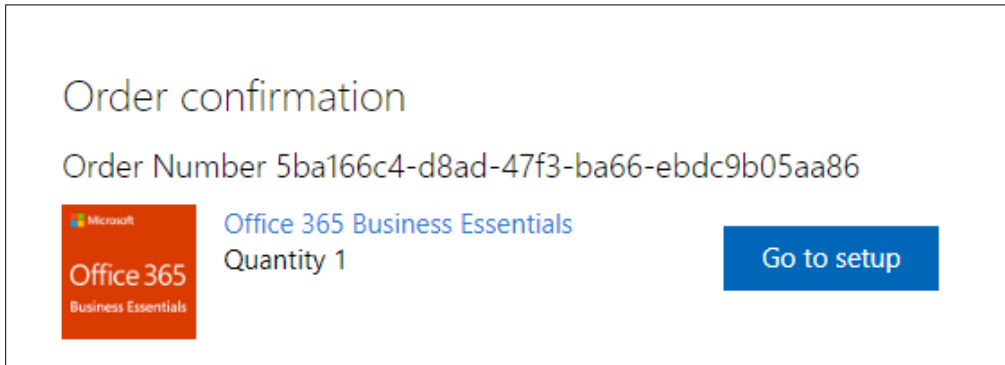
4 How would you like to pay?

Product name	Price (USD)	Quantity	Subtotal (USD)
Microsoft 365 Business Basic Annual commitment Billed monthly	\$5.00 / user / month	<input type="text" value="1"/>	\$5.00
			Subtotal before tax: \$5.00

Add payment method

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.



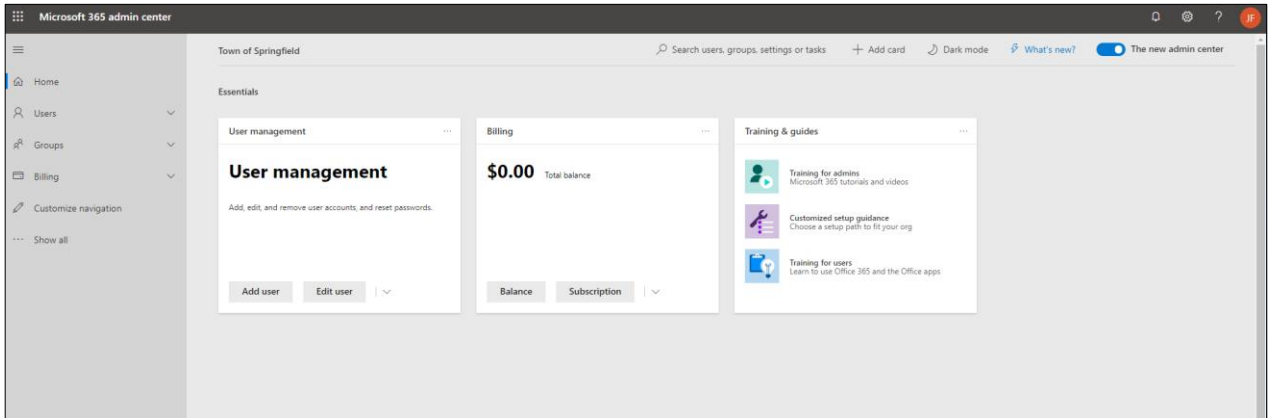
Part 2: Getting your custom domain

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

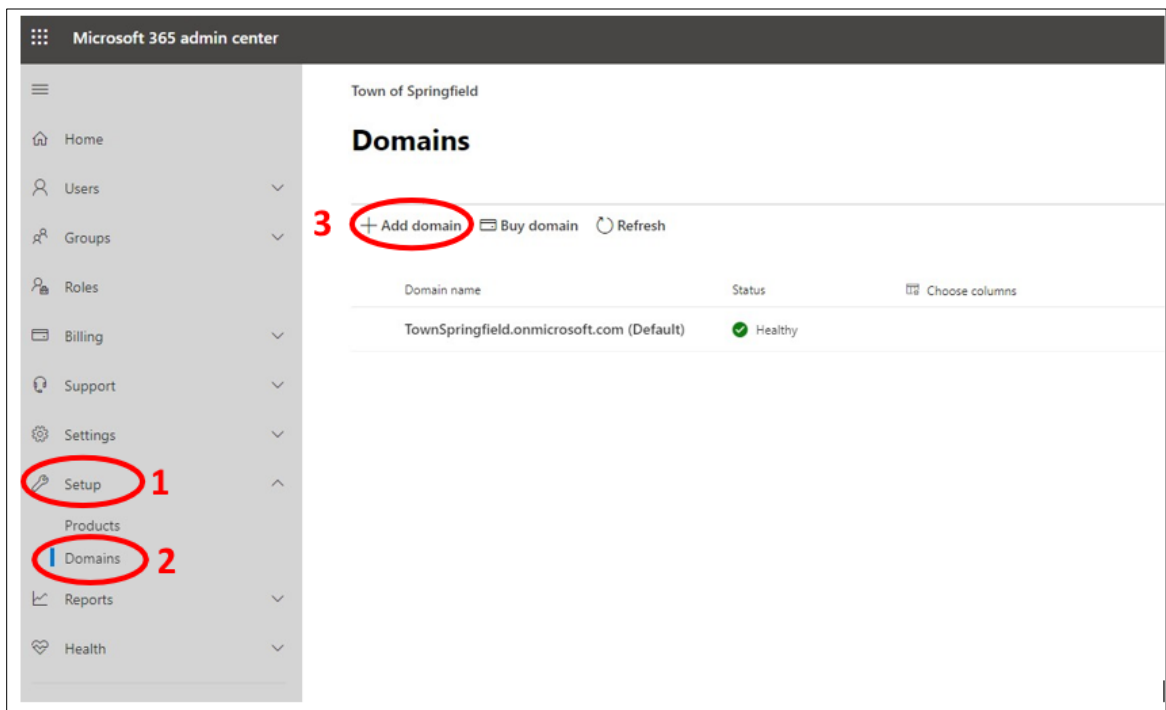
1. Go to the Microsoft 365 administration site [here](#). Click 'Sign in now'.



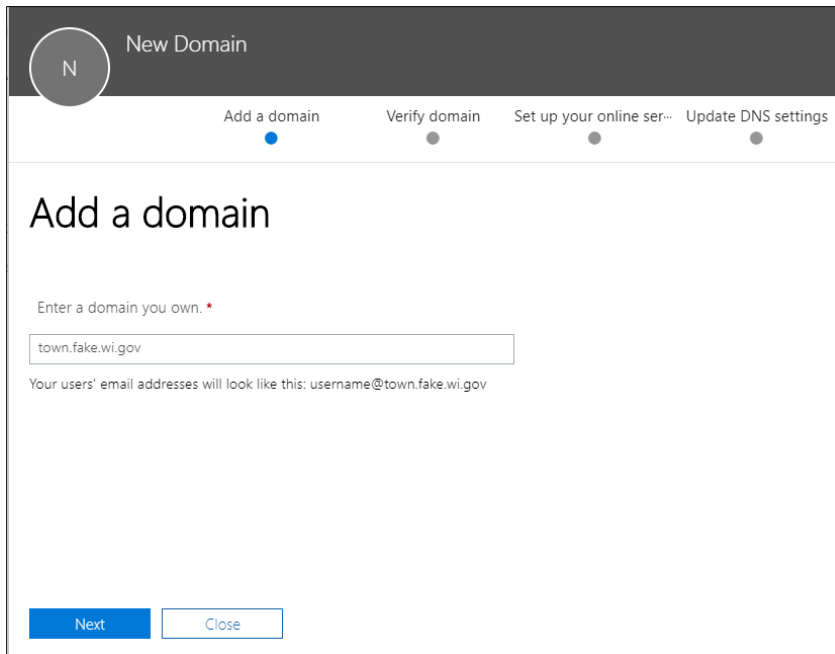
2. You may be prompted to log in. The page you are directed to will look like this:



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

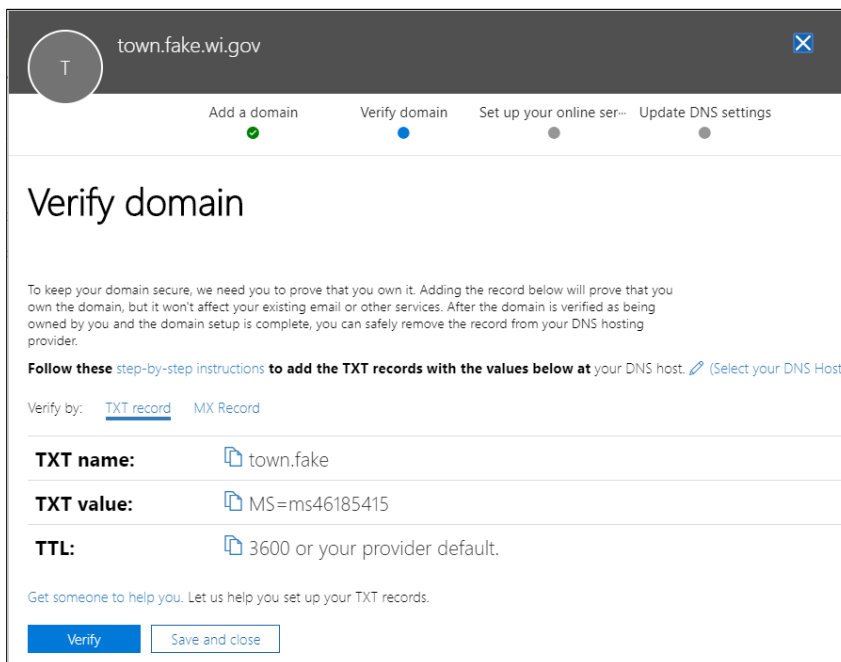


4. Add the domain name you would like to use **including the .wi.gov**, e.g. tn.springfield.wi.gov. Click 'Next'.



The screenshot shows the 'Add a domain' step in the Microsoft 365 domain setup wizard. The title bar reads 'New Domain' with a progress indicator showing 'Add a domain' as the active step. The main heading is 'Add a domain'. Below it, there is a text input field containing 'town.fake.wi.gov'. A note below the field states: 'Your users' email addresses will look like this: username@town.fake.wi.gov'. At the bottom, there are two buttons: 'Next' (highlighted in blue) and 'Close'.

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.

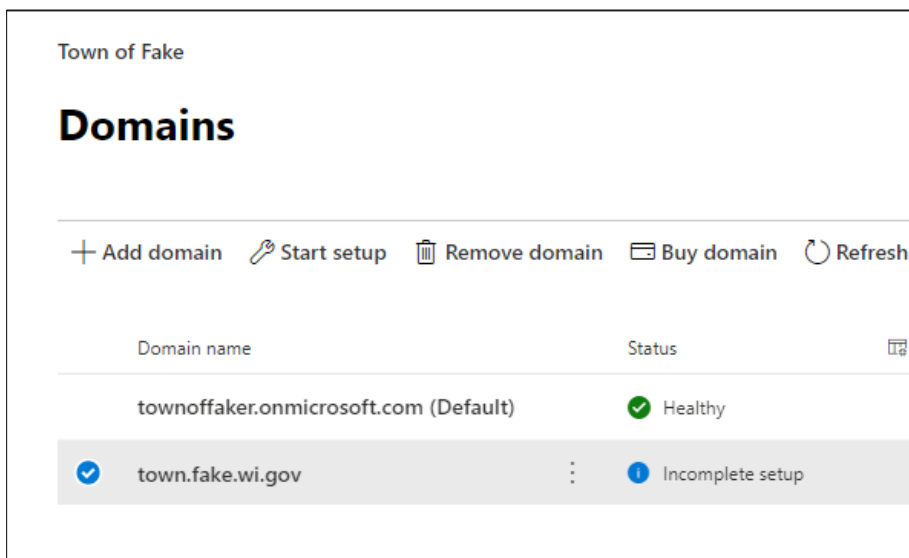


The screenshot shows the 'Verify domain' step in the Microsoft 365 domain setup wizard. The title bar reads 'town.fake.wi.gov' with a progress indicator showing 'Verify domain' as the active step. The main heading is 'Verify domain'. Below it, there is a paragraph of text explaining the verification process. A note below the text states: 'Follow these step-by-step instructions to add the TXT records with the values below at your DNS host. (Select your DNS Host.)'. Below this, there are three rows of information: 'Verify by: TXT record' (selected), 'TXT name: town.fake', 'TXT value: MS=ms46185415', and 'TTL: 3600 or your provider default.'. At the bottom, there are two buttons: 'Verify' (highlighted in blue) and 'Save and close'.

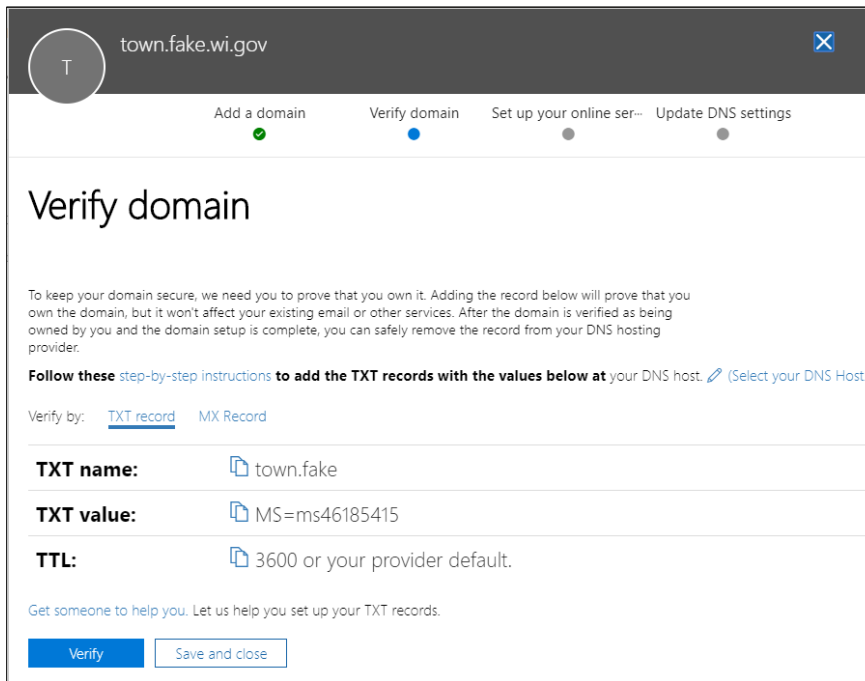
6. After you have saved the screen shot, you can click 'Save and Close'.
 - a. Note that Microsoft allows **domain validation** with either a TXT or MX record or both. DOA/DET prefers only the TXT be used. The MX record does not need to be used for validation.
7. Prepare an email to electionsdomain@wi.gov 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.

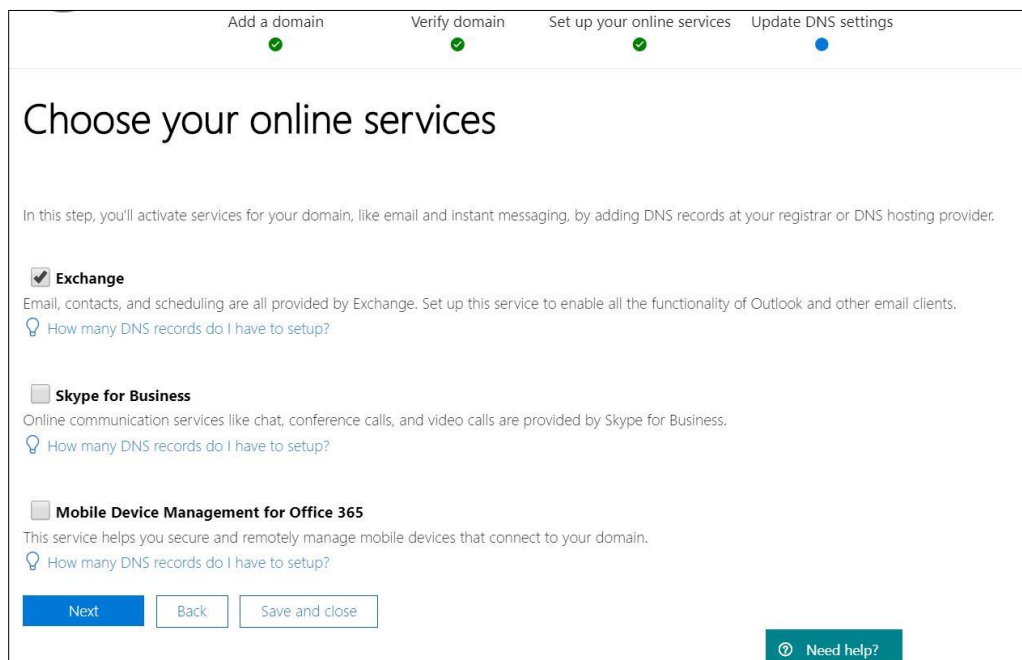
8. When you receive confirmation from the WEC that the domain has been established, go back into your Microsoft account admin screen.
9. Right click your new domain name and click on 'Start Setup'.



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'.

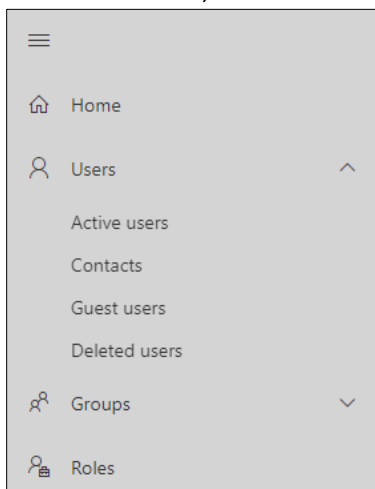


12. Under Domain Names, both domains should show a status of 'Healthy'.

The screenshot shows a management interface for domain names. At the top, there are several action buttons: '+ Add domain', 'Manage DNS', 'Check health', 'Remove domain', 'Buy domain', and 'Refresh'. Below these buttons is a table with the following columns: 'Domain name', 'Status', and 'Choose columns'. The table contains two rows of data:

Domain name	Status	Choose columns
town.oshkosh.wi.gov (Default)	Healthy	
townoshkoshwigov.onmicrosoft.com	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'.

The screenshot shows the 'Active users' page. At the top, there are several action buttons: 'Add a user', 'User templates', 'Add multiple users', 'Multi-factor authentication', 'Refresh', 'Export Users', and 'Search'. Below these buttons is a table with the following columns: 'Display name', 'Username', and 'Licenses'. The table contains two rows of data:

Display name	Username	Licenses
Jeannette Merten	clerk@townoshkoshwigov.onmicrosoft.com	Office 365 Business Essentials
Jeannette Merten	clerk@town.oshkosh.wi.gov	Office 365 Business Essentials

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'.

The screenshot shows the 'Add user' window with the 'Set up the basics' step selected. The left sidebar contains a progress indicator with four steps: 'Basics' (selected), 'Product licenses', 'Optional settings', and 'Finish'. The main content area is titled 'Set up the basics' and includes the following fields and options:

- First name:** Input field containing 'Jan'.
- Last name:** Input field containing 'Fakerton'.
- Display name *:** Input field containing 'Jan Fakerton'.
- Username *:** Input field containing 'clerk1' and a dropdown menu showing 'townofaker.onmicrosoft.com'.
- Password settings:**
 - Auto-generate password
 - Let me create the password
 - Require this user to change their password when they first sign in
 - Send password in email upon completion

A blue 'Next' button is located at the bottom center of the window.

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.

The screenshot shows the 'Add user' window with the 'Assign product licenses' step selected. The left sidebar contains a progress indicator with four steps: 'Basics', 'Product licenses' (selected), 'Optional settings', and 'Finish'. The main content area is titled 'Assign product licenses' and includes the following fields and options:

- Select location *:** Dropdown menu showing 'United States'.
- Licenses (1) *:** Section with two options:
 - Assign user a product license
 - Office 365 Business Essentials**
You're out of licenses. If you turn this on, we'll try to buy an additional license for you.
 - Create user without product license (not recommended)
They may have limited or no access to Office 365 until you assign a product license.
- Apps (18):** Dropdown menu.

'Back' and 'Next' buttons are located at the bottom of the window.

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.

The screenshot shows the 'Add a user' process in a web application. On the left, a vertical navigation pane lists four steps: 'Basics', 'Product licenses', 'Optional settings', and 'Finish'. The 'Finish' step is currently selected and highlighted in blue. The main content area is titled 'Review and finish' and contains several sections of user information, each with an 'Edit' link:

- Assigned Settings:** Review all the info and settings for this user before you finish adding them.
- Display and username:** Jane Smith, depclerk@townofsole.onmicrosoft.com
- Password:** Type: Custom password
- Product licenses:** Create user without product license.
- Roles (default):** User (no admin center access)
- Profile info:** None provided

At the bottom of the form, there are two buttons: a grey 'Back' button and a blue 'Finish adding' button.

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.

The screenshot displays three sections of DNS records:

- MX Records (1)**: A table with columns: Record, Host Name, Points to address or value, Priority, TTL, Status. One record is shown: Expected, tn.brooklyn, tn-brooklyn-wi-gov.mail.protection.outlook.com, 0, 1 Hour.
- CNAME Records (1)**: A table with columns: Record, Host Name, Points to address or value, TTL, Status. One record is shown: Expected, autodiscover.tn.brooklyn, autodiscover.outlook.com, 1 Hour.
- TXT Records (1)**: A table with columns: Record, TXT name, TXT value, TTL, Status. One record is shown: Expected, tn.brooklyn, v=spf1 include:spf.protection.outlook.com -all, 1 Hour.

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