

wi.gov and .gov Email Domains

Wisconsin governmental jurisdictions may use either a wi.gov or .gov email address. The .gov domain is administered at the federal level, while the wi.gov domain is administered at the state level. In both cases, the actual email accounts are managed by private email providers for a fee. These two different levels of administration each require different sign-up processes, but both provide the trusted .gov domain. The following sections (1) define terms to know (2) explain the different procedures to obtain either a .gov or a wi.gov email domain and (3) answer frequently asked questions.

Terms to Know

Domain

On the Internet, a domain consists of a set of network addresses. The domain is organized in levels. The top level identifies geographic or purpose commonality. The second level identifies a unique place within the **top-level domain** (see definition below) and is equivalent to a unique address on the Internet (an **IP address**). A domain is a name with which name server records are associated that describe subdomains or host. The domain is the portion of the email address after the @ sign.

Domain availability

The process of checking whether a domain is available or is already being used by someone else.

DNS Zone

A distinct part of the domain namespace which is delegated to a legal entity—a person, organization, or company, who are responsible for maintaining the DNS zone. A DNS zone is also an administrative function, allowing for granular control of DNS components, such as authoritative name servers.

DNS records

A DNS record is a database record used to map a URL (aka web address) to an **IP address** (defined below). DNS records are stored in DNS servers and work to help users connect their websites to the outside world. When the URL is entered and searched in the browser, that URL is forwarded to the DNS servers and then directed to the specific Web server. This Web server then serves the queried website outlined in the URL or directs the user to an email server that manages the incoming mail. The most common record types are **A** (address), **CNAME** (canonical

name), **MX** (mail exchange), NS (name server), PTR (pointer), SOA (start of authority) and **TXT** (text record).

Email provider

Private technology company that stores email addresses and sends emails. Examples include Gmail, Outlook (MS Office 365), Yahoo, as well as local telephone companies and cable & internet providers.

IP address

IP address stands for internet protocol address; it is an identifying number that is associated with a specific computer or computer network. When connected to the internet, the IP address allows the computers to send and receive information.

TLD – Top-level domain

Top-level domain (TLD) refers to the last segment of a domain name, or the part that follows immediately after the "dot" symbol. For example, in the internet address: <https://www.google.com>, the ".com" portion is the TLD. TLDs are mainly classified into two categories: generic TLDs and country specific TLDs. Examples of some of the popular TLDs include: .com, .org, .net, .gov. The domain name gov is a sponsored top-level domain (sTLD) in the Domain Name System of the Internet. The name is derived from the word government, indicating its restricted use by government entities. The TLD is administered by the Cybersecurity and Infrastructure Security Agency (CISA), a component of the United States Department of Homeland Security.

First step: municipalities decide on establishing either a wi.gov or .gov domain.

.gov domain

The **.gov** domain is managed by the Cybersecurity and Infrastructure Security Agency (CISA). CISA maintains an office for the express purpose of supporting the .gov domain and hosts a Registration Help Desk open from 6:00 a.m. to 6:00 p.m. Central Time. To make this domain more accessible for local governments, CISA has waived the annual \$400 registration fee and does not plan to reinstate it. Establishing a federal level **.gov** is done entirely through CISA's "get.gov" website. For more information on signing up visit <https://get.gov/registration/>.

You may also contact the Registration Help Desk at registrar@dotgov.gov or 1-877-734-4688.

Overview of .gov process

1. Verify domain availability. <https://domains.dotgov.gov/dotgov-web/registration/whois.xhtml>
2. Review .gov domain requirements. <https://get.gov/registration/requirements/>
3. Prepare and send the authorization letter to registrar@dotgov.gov.
4. Complete the online domain request form.

Note: Each of the above steps requires multiple actions and specific and/or technical information. Be sure to review all the requirements prior to beginning the process. All questions should be directed to the managing federal entity.

wi.gov domain

The wi.gov domains are managed by the Wisconsin Department of Administration, specifically the Division of Enterprise Technology (**DOA/DET**). The State of Wisconsin does not charge for use of the wi.gov domain, but also lacks a dedicated office to support local use of the domain.

wi.gov domain process

1. Choose domain name and verify domain availability
 - a. Utilize Department of Administration Division of Enterprise Technology (DOA/DET) standard **wi.gov** naming conventions to choose domain name.
 - i. Co.<name of county>.wi.gov
 - ii. ci.<name of city>.wi.gov

- iii. tn.<name of town>.wi.gov
 1. If town domain unavailable next option:
 2. tn.<nameofthetown-nameofthecounty>.wi.gov
 3. townof<nameofthetown>.wi.gov
 4. townof<nameofthetown>-<nameofthecounty>.wi.gov
 - iv. vi.<name of village>.wi.gov
 - v. Requests for exceptions to standard naming conventions should be directed to DOA/DET. Exceptions to the above naming conventions require justification and will be evaluated on a case-by-case basis by DOA/DET.
- b. Verify the domain name is available
- i. Visit <https://toolbox.googleapps.com/apps/dig/> (or another domain directory site).
 - ii. Select "A" first, then search for domain, e.g., tn.<name of town>.wi.gov
 1. This is searching for any A records for the submitted domain name
 - iii. Repeat for MX and TXT records, to search for those record types for submitted domain name.
 - iv. Domain is available if "Record not found!" for each record type.
2. Choose email provider
- a. Initiate email domain creation with private email provider
 - i. **Note:** As each email provider will have their own unique domain verification and set up process there are not uniform standardized steps. In general, the provider will want to verify that the municipality has control over the new domain, i.e., authority to use the domain. They may do this by requiring a TXT (text) or MX (mail exchange) record be placed on the domain and then verifying this record.
 - b. If using Gmail or MS Office 365, custom domain job aids are available as Appendices to this document. Note that these are informational only and only accurate at time of creation. Up-to-date information should always be retrieved from the specific email provider.
 - c. Obtain TXT (text) and/or MX (mail exchange) records from your email provider. There may also be CNAME and/or A records to add to the domain. Your email provider should assist with identifying the appropriate records. See examples in **Appendix A**. Note:
 - i. The DNS zone is hosted on DOA/DET servers
 - ii. These DNS records are created on the DNS zone and point to the email provider's mail servers
 - iii. The email provider must at a minimum identify what MX records should be created
 - iv. DOA/DET security policy prohibits the creation of name server records for DNS zones hosted on state servers.
 - d. For **website** setup, provide the IP address where the website is hosted, i.e., where the A record will point to. The web hosting company should assist with providing this record.

3. Open Service Request with the DOA/DET
 - a. Create an authorization letter signed by the mayor, chair of the county commission, or the equivalent highest elected official.
 - i. wiDotGov Domain Request Authorization letter template available here: https://det.wi.gov/Pages/wi.gov_Domain.aspx
 - b. Complete the wiDotGov Domain Request Technical Form available here: https://det.wi.gov/Pages/wi.gov_Domain.aspx
 - i. Select Internal/External: **External**
 - ii. Select DNS Domain Type: **Forward**
 - iii. Select DNS Request Type: **Add**
 - iv. Select the **DNS Record Type** being provided.
 - v. In the **Purpose** box list request for **new email domain** and the **municipality/county name**.
 - vi. In the **DNS Hostname and IP Address** field list the domain name requested followed by the DNS record type.

Request Details

Internal/External:

DNS Domain Type:

DNS Request Type:

DNS Record Type: A PTR CNAME MX TXT/SPF SRV

Domain:

Purpose:

Fake Town, WI is requesting a new email domain.

(new web site, network device changes, web site decommission)

DNS Hostname and IP Address:

faketown.wi.gov - MX

- c. Send the completed documents to ESDhelp@wisconsin.gov with **wi.gov DNS Request** in the subject line.
 - i. DET will notify the municipality when the domain has been created (DNS records added as requested). Once confirmation has been received, the municipality should verify the domain is working as expected with their email provider; including sending a test email to ensure it is setup correctly.

4. Municipality completes domain setup with email provider
 - a. Establish email boxes
 - b. Submit subsequent service requests to DOA/DET if additional DNS (TXT/MX/CNAME/A) records are needed.
5. Once complete, send test emails as appropriate. Verify domain and email are working as expected.
6. Contact the WEC Help Desk to update contact information as needed.

- a. If only updating email address, an email to elections@wi.gov from the clerk is sufficient. If additional contact information is being updated, use [EL-362 Clerk Contact Information Form](#).
7. Any questions on submitting a DOA/DET service request, DNS records, or other technical questions related to establishing the wi.gov domain should be directed to DOA/DET at ESDhelp@wisconsin.gov.

FAQ: Frequently Asked Questions

Q: Should I go with a .gov or a wi.gov domain?

A: The decision on whether to utilize a .gov or wi.gov should be made by the municipality. The federally managed .gov domain has a dedicated office to manage the domain but it supports agencies and jurisdictions nationwide. In contrast, the wi.gov domain is managed in Wisconsin but the Division of Enterprise Technology has limited resources to assist with the transition process.

Q: I am from a small municipality and don't have IT support? Where can I get assistance?

A: Jurisdictions must obtain their own IT support for the transition. email and web hosting provider should be able to assist with the transition. CISA also maintains a Registration Help Desk available at registrar@dotgov.gov or 1-877-734-4688. The WEC cannot provide technical support regarding the transition to a .gov domain.

Q: Is there a deadline or requirement to get a .gov domain?

A: No. There is not currently a deadline to obtain a wi.gov or .gov email domain. The WEC is reviewing policies that would require WisVote users to have an official .gov/wi.gov domain for official email communications. That policy has not been finalized nor approved. Please note that an increasing number of state and federal agencies are moving towards this domain requirement, which is why the WEC encourages all Wisconsin jurisdictions to act soon to acquire a .gov or wi.gov domain.

Q: Will DOA/DET be hosting the clerk's emails? Will they create the clerk's new email address? Can they create an alias to the clerk's current email address?

A: No. A private email provider, such as Gmail, Outlook, Yahoo, manages the email service associated with the domain. The private email provider or client is where the email accounts are established.

Q: What is a domain and what is an email address?

A: The domain is tn.siren.wi.gov, the email address is clerk@tn.siren.wi.gov. See **Terms to Know** at the beginning of this document for additional definitions.

Q: What are the costs associated with changing to a wi.gov or .gov domain?

A: Municipalities may incur costs for private technical support to make the transition. There are no costs associated with the domains themselves. If the municipality is currently using

free email accounts, there may be costs to purchase business email accounts that will support the new domains.

Q: Can WEC recommend an IT consulting firm to assist with this process? Can WEC recommend an email provider or web hosting company?

A: WEC is not affiliated with any IT consulting companies and cannot endorse or recommend any specific company. Marketing postcards or emails referencing .gov domain implementation are not official WEC materials and those companies are not vetted by the WEC. Some municipalities have enlisted the assistance of IT consultants in setting up the email account(s) and obtaining the DNS records necessary for establishing a wi.gov domain. Other municipalities have done it unassisted or utilized IT staff within their own jurisdictions.

Appendix A: DNS Record examples

Example 1:

Note: For Gmail, **copy & paste** the verification code into the email for ease of use as well as including the associated screen shot.

4. Add MX records for Gmail

- From the **Type** drop-down list, select **MX**.
- In the **Name/Host/Alias** field, enter **@** or leave it blank.
- In the **Server/Mail Server/Value/Answer/Destination** field, enter **ASPMX.L.GOOGLE.COM..**
- In the **Priority** field, enter **1**.
- In the **Time to Live (TTL)** field, enter **3600** or leave the default value.
- Click **Save**.
- Follow these same steps to add the MX records shown in this table. Start from the top of the table and enter as many as you have room for.

MX SERVER ADDRESS	PRIORITY
ALT1.ASPMX.L.GOOGLE.COM.	5
ALT2.ASPMX.L.GOOGLE.COM.	5
ALT3.ASPMX.L.GOOGLE.COM.	10
ALT4.ASPMX.L.GOOGLE.COM.	10

Note: Each address is for a Google mail server. We provide several servers in case one becomes unavailable. Some hosts also require a trailing period at the end of the server name.

5. Get your verification code

bpj7hlhpheplx7rv7kmor6fsrxvbnw2vmbqtk3fhlauf4vmgdq.mx-verification.google.com.
COPY

Priority	Name Host Alias	Value Destination
1	@	ASPMX.L.GOOGLE.COM

google-site-verification=6Jb39nv4oUG2WYUc830bk3dHkByXa8LFcDc4dvHINcc

Example 2:

Domain			
townofmountmorris.wi.gov			
MX Records			
Host Name	Points to address or value	Priority	TTL
townofmountmorris	townofmountmorris-wi-gov.mail.protection.outlook.com	0	1 Hour
CNAME Records			
Host Name	Points to address or value		TTL
autodiscover.townofmountmorris	autodiscover.outlook.com		1 Hour
TXT Records			
TXT name	TXT value		TTL
townofmountmorris	v=spf1 include:spf.protection.outlook.com -all		1 Hour
townofmountmorris	MS=ms79913431		1 Hour

Example 3:

Type	Host	Data	TTL
A	ftp.tainter.wi.gov	47.43.22.26	
	3600		
A	tainter.wi.gov	47.43.22.52	3600
A	www.tainter.wi.gov	47.43.22.52	3600
MX	tainter.wi.gov	10 mail.s1000295-1.charter.net	3600
TXT	tainter.wi.gov	v=spf1 redirect=cp.charter-business.net	3600
CNAME	autodiscover.tainter.wi.gov	autodiscover-redirect.charter-business.net	3600

Example 4:

The screenshot shows the Microsoft 365 admin center interface. At the top left, the date and time are 1/18/22, 11:03 AM. The page title is "Microsoft 365 admin center - Add and configure domain". Below the title is a search bar and a breadcrumb trail: "Domains > Add domain". On the left side, there is a vertical navigation menu with five items: "Add domain" (selected with a blue dot), "Domain name", "Verify your domain", "Connect domain", and "Finish". The main content area is titled "Verify you own this domain". It contains the following text: "We detected your DNS hosting provider is: **Other**". Below this, it says: "Go to your domain's registrar or DNS hosting provider, go to DNS management page for tn.janark.wi.gov, and add a TXT record that uses the values below. When finished, come back here and select **Verify** and we'll confirm you own the domain by finding the new record." A note follows: "This won't affect your existing services like email, and you can remove the record as soon as your domain is verified." There is a link for "Step-by-step instructions". Below are three fields: "TXT name" with the value "tn.janark (or skip if not supported by provider)", "TXT value" with the value "MS=ms27544568", and "TTL" with the value "3600 (or your provider default)".

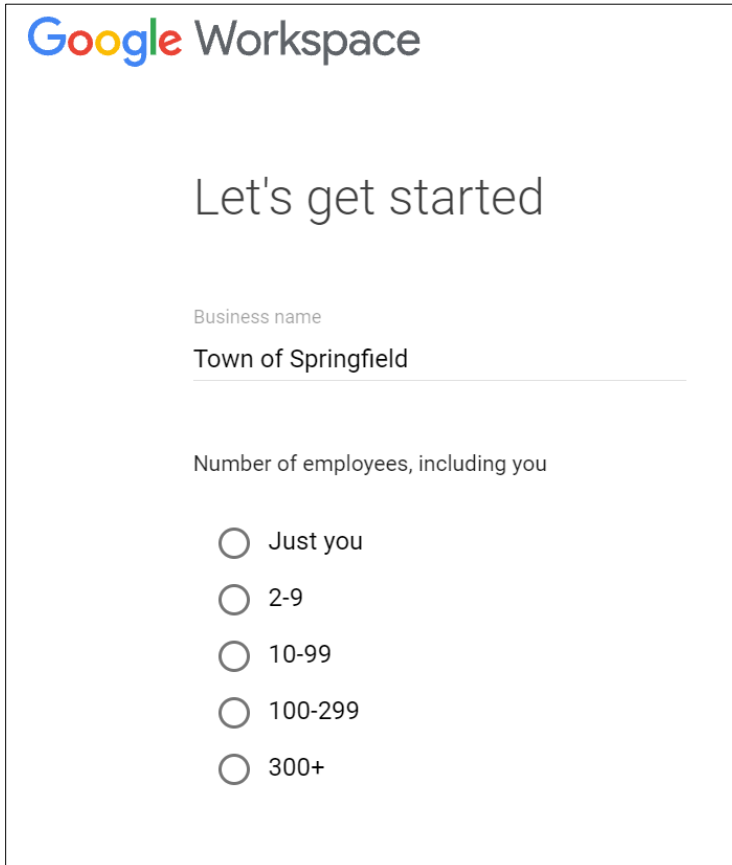
Appendix B: Gmail Custom Domain

Using Gmail with a wi.gov email domain

These instructions are for informational purposes only, were correct at the time of publication and are subject to change by the vendor. Work directly with Google/Gmail to resolve any Gmail specific issues.

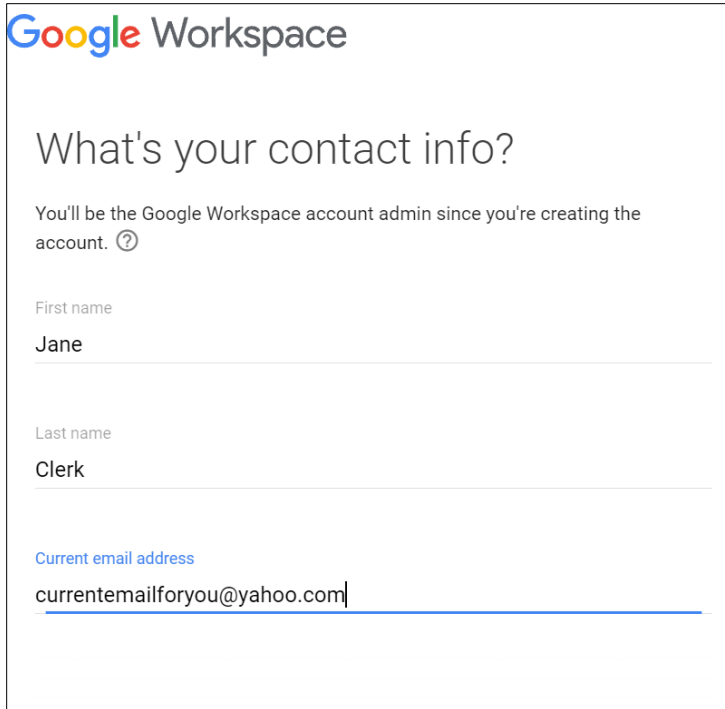
Part 1: Setting up your business email account

1. Go to Google Workspace, Gmail, Business Accounts to begin setup:
 - a. <https://workspace.google.com/products/gmail/>
2. Click "Get Started".
3. Infill necessary information and click 'Next':



The screenshot shows the Google Workspace setup interface. At the top left is the Google Workspace logo. Below it, the text "Let's get started" is displayed in a large, light gray font. Underneath, there is a form with the following elements:

- A label "Business name" followed by a text input field containing "Town of Springfield".
- A label "Number of employees, including you" followed by five radio button options:
 - Just you
 - 2-9
 - 10-99
 - 100-299
 - 300+



Google Workspace

What's your contact info?

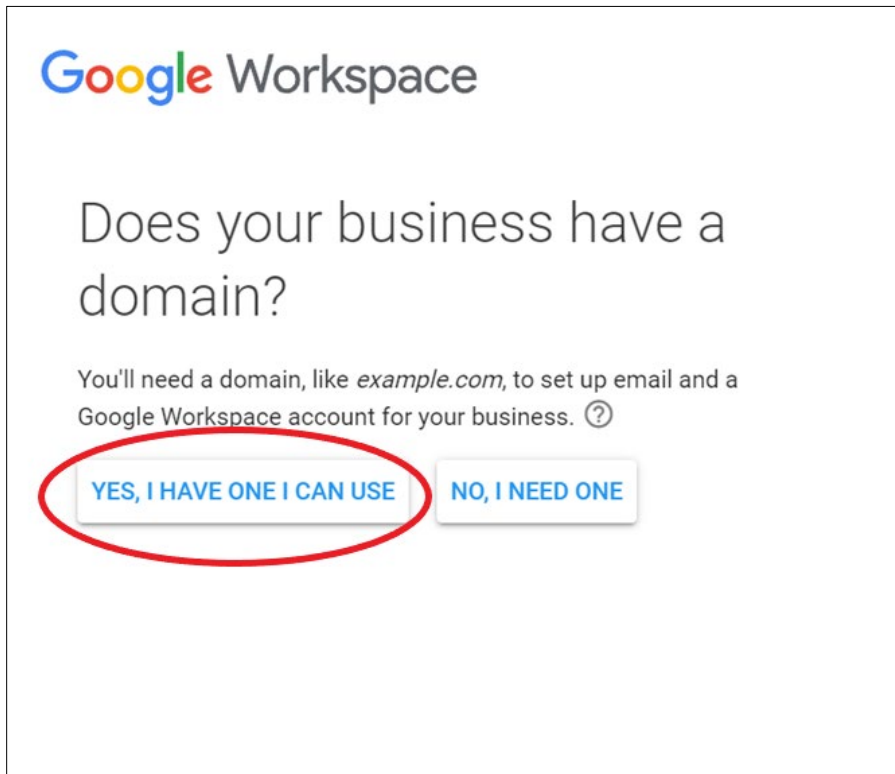
You'll be the Google Workspace account admin since you're creating the account. ?

First name
Jane

Last name
Clerk

Current email address
currentemailforyou@yahoo.com

4. When asked "Does your business have a domain?" Click 'YES, I HAVE ONE I CAN USE'



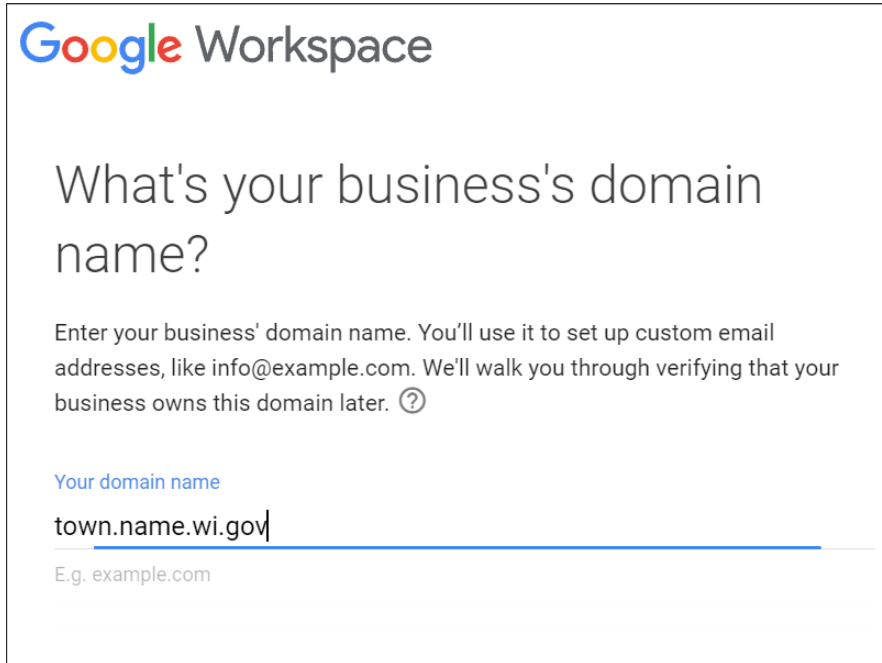
Google Workspace

Does your business have a domain?

You'll need a domain, like *example.com*, to set up email and a Google Workspace account for your business. ?

YES, I HAVE ONE I CAN USE NO, I NEED ONE

5. Enter your requested domain name, i.e.:
- a. Co.<name of county>.wi.gov = co.manitowoc.wi.gov
 - b. tn.<name of town>.wi.gov = tn.burlington.wi.gov
 - c. vi.<name of village>.wi.gov = vi.readstown.wi.gov



Google Workspace

What's your business's domain name?

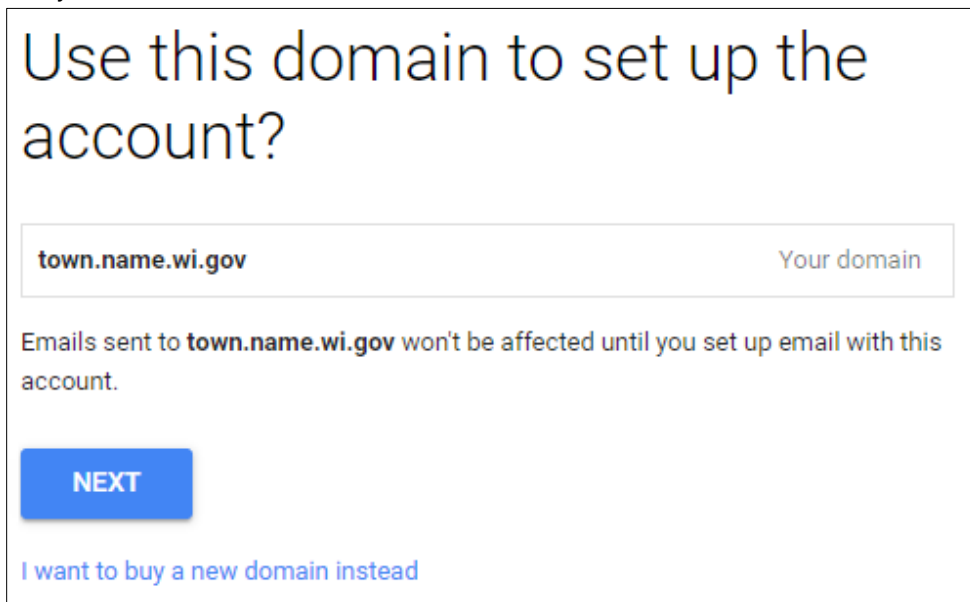
Enter your business' domain name. You'll use it to set up custom email addresses, like info@example.com. We'll walk you through verifying that your business owns this domain later. [?](#)

Your domain name

town.name.wi.gov

E.g. example.com

6. Verify the domain name is correct and click 'Next'



Use this domain to set up the account?

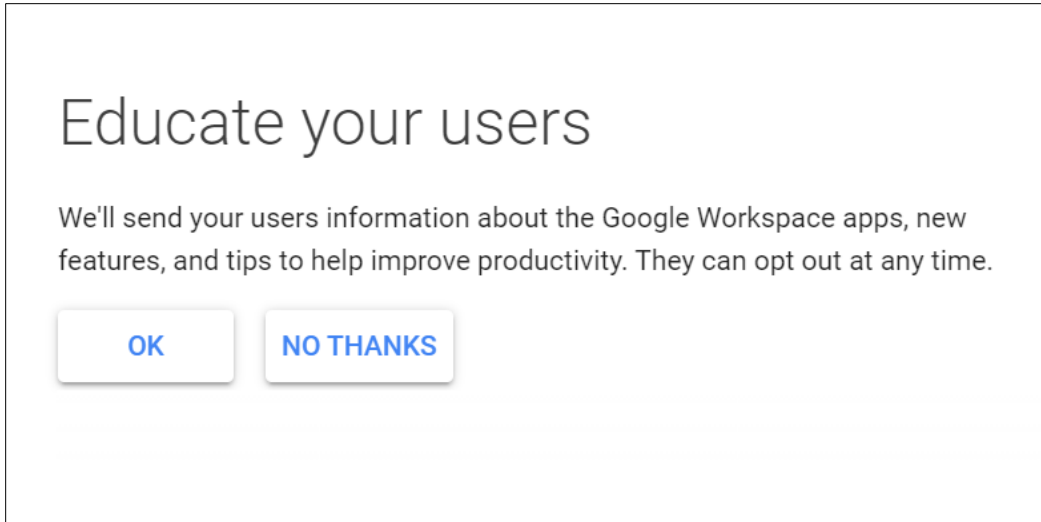
town.name.wi.gov Your domain

Emails sent to **town.name.wi.gov** won't be affected until you set up email with this account.

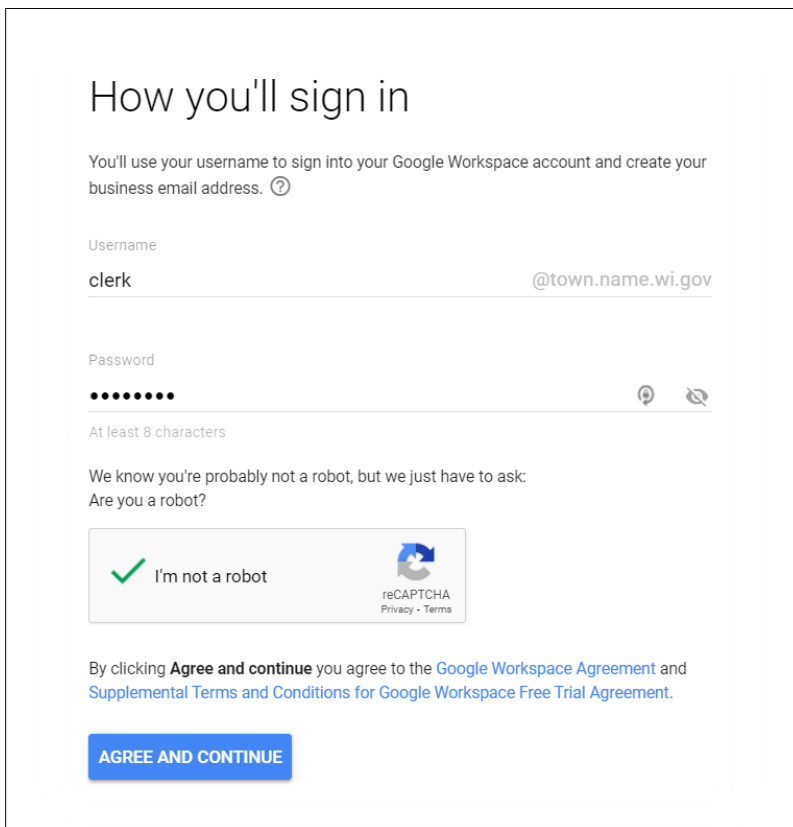
NEXT

[I want to buy a new domain instead](#)

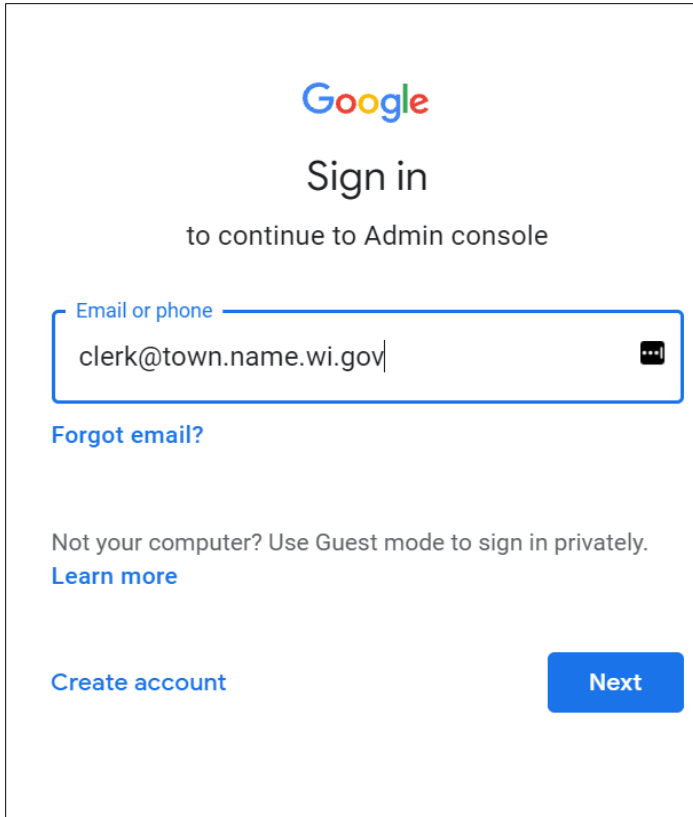
7. Google Workspace info screen, choose as desired



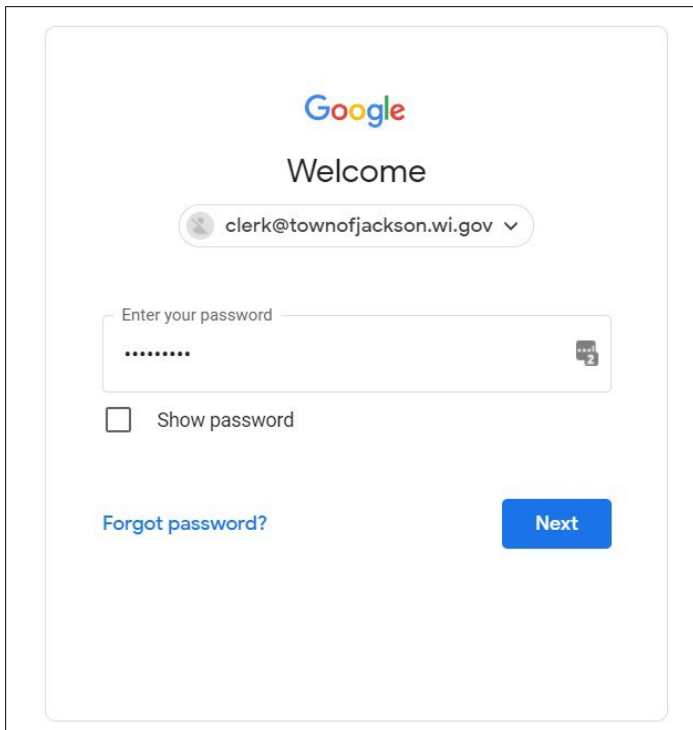
8. Type in a username and password for your email account. Check the box for 'I'm not a robot' and click 'AGREE AND CONTINUE'



9. You will then sign into your new account. Use the newly created email to sign in.



The image shows a Google sign-in page. At the top is the Google logo. Below it, the text reads "Sign in to continue to Admin console". There is a text input field with the placeholder "Email or phone" and the value "clerk@town.name.wi.gov". To the right of the input field is a small icon of three dots. Below the input field is a link "Forgot email?". Further down, there is a message: "Not your computer? Use Guest mode to sign in privately." followed by a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".




The image shows a Google welcome screen. At the top is the Google logo. Below it, the text reads "Welcome". There is a dropdown menu showing a profile icon and the email address "clerk@townofjackson.wi.gov". Below this is a password input field with the placeholder "Enter your password" and a masked password ".....". To the right of the password field is a small icon of a document with a lock. Below the password field is a checkbox labeled "Show password". At the bottom left is a link "Forgot password?" and at the bottom right is a blue button labeled "Next".

10. Verify your identify. Type in your phone number and select text message or voice call. Click 'Get code'.

Google

Verify your identity

We've detected unusual activity on the account you're trying to access. To continue, please follow the instructions below.



Provide a phone number to continue. We'll send a verification code you can use to sign in.

Country
United States

Phone number

Google will only use this number for security purposes. Standard text messaging rates may apply.


Receive verification code via:

Text message (SMS)
 Automated voice call

Get code

Google

Verify your identity

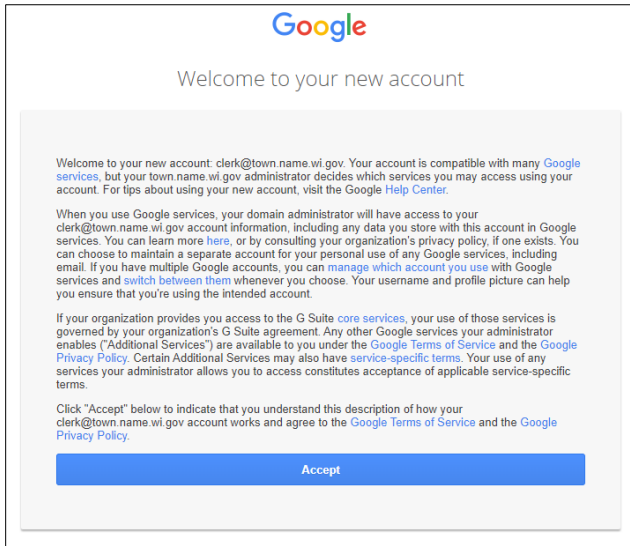


Enter verification code

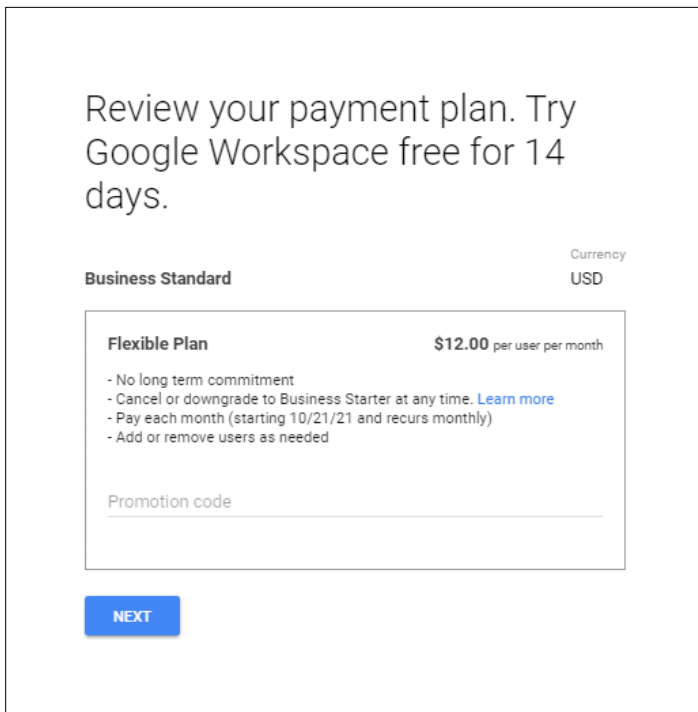
Verify

Note: The following steps may vary slightly (some images from prior G-Suite version).

11. Google will begin to setup your new account. Click 'Accept'.




12. Review payment plan details. Enter credit card as required and complete purchase.




Review and check out

Business Standard
Your first 14 days are free (limited to 10 users). You can cancel anytime. Recurs at the end of every month. **\$12.00 monthly** + applicable tax

Customer info

 **Account type** ⓘ
Business

 **Name and address** ⓘ

Business name
tn.sole.wi.gov

Name



Address line 1

Address line 1 is required

Address line 2


City

State ZIP code ⓘ

 **Primary contact** ⓘ 

@tn.sole.wi.gov

Payment method ⓘ

 **Add credit or debit card** ▾

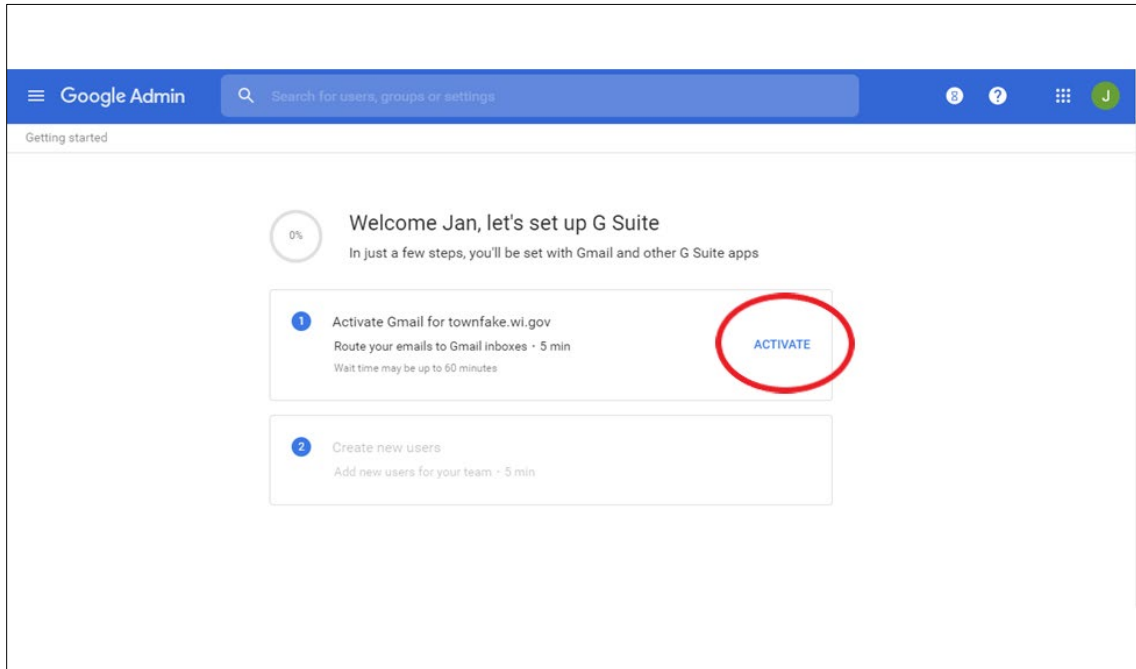
Card details

Credit or debit card address is same as above

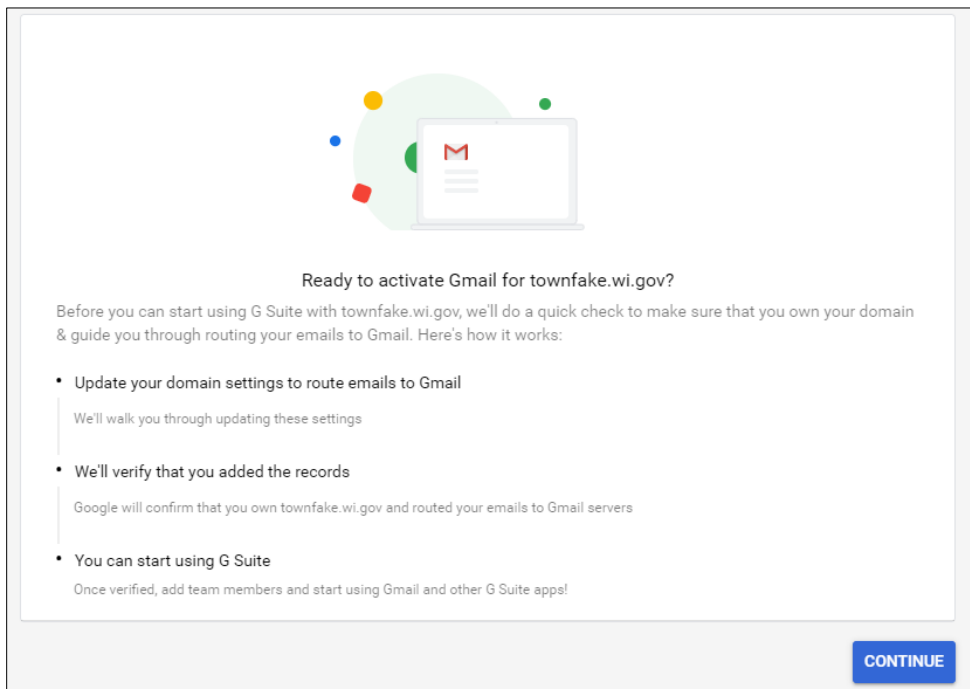
NEXT

Part 2: Activating the email/domain

1. Google Admin screen will work to get you started. Click 'Activate'



2. Review Confirmation page, click 'CONTINUE'



3. The following screen explains how to set it up so emails route to Gmail. Scroll down and find section **4. Add MX records to Gmail**, noting the highlighted areas below. Save a screen shot and **copy** the verification code.

4. Add MX records for Gmail

- a. From the **Type** drop-down list, select **MX**.
- b. In the **Name/Host/Alias** field, enter @ or leave it blank.
- c. In the **Server/Mail Server/Value/Answer/Destination** field, enter **ASPMX.L.GOOGLE.COM..**
- d. In the **Priority** field, enter **1**.
- e. In the **Time to Live (TTL)** field, enter **3600** or leave the default value.
- f. Click **Save**.
- g. Follow these same steps to add the MX records shown in this table. Start from the top of the table and enter as many as you have room for.

MX SERVER ADDRESS	PRIORITY
ALT1.ASPMX.L.GOOGLE.COM.	5
ALT2.ASPMX.L.GOOGLE.COM.	5
ALT3.ASPMX.L.GOOGLE.COM.	10
ALT4.ASPMX.L.GOOGLE.COM.	10

Note: Each address is for a Google mail server. We provide several servers in case one becomes unavailable. Some hosts also require a trailing period at the end of the server name.

5. Get your verification code

laeajy2e6wkd42jo7532pyjfxsn4tobbtfzakhsdw4w4wc73uoa.mx-verification.google.com.



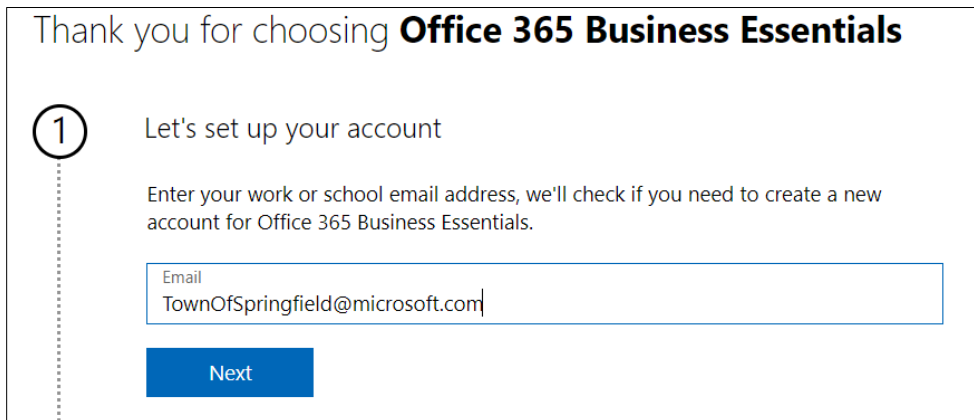
Appendix C: Office 365 Custom Domain

Using Microsoft Office 365 with a wi.gov email domain

These instructions are for informational purposes only, were correct at the time of publication 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**

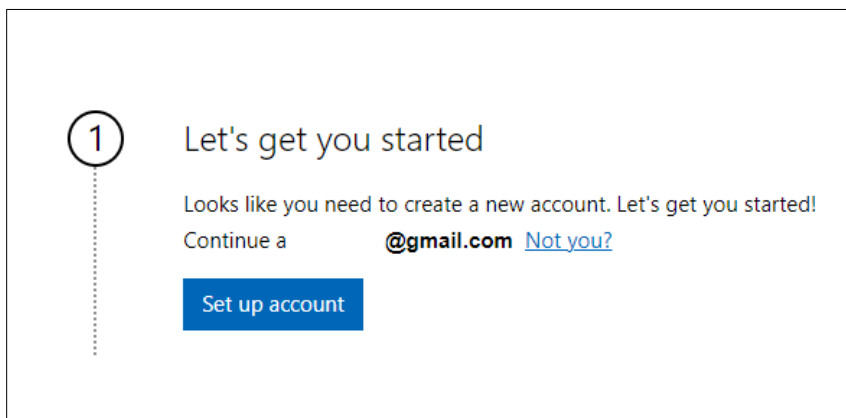
1 Let's set up your account

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. 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.

- 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.

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	clerk	@townofsole.onmicrosoft.com
Password	
Confirm password	

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.

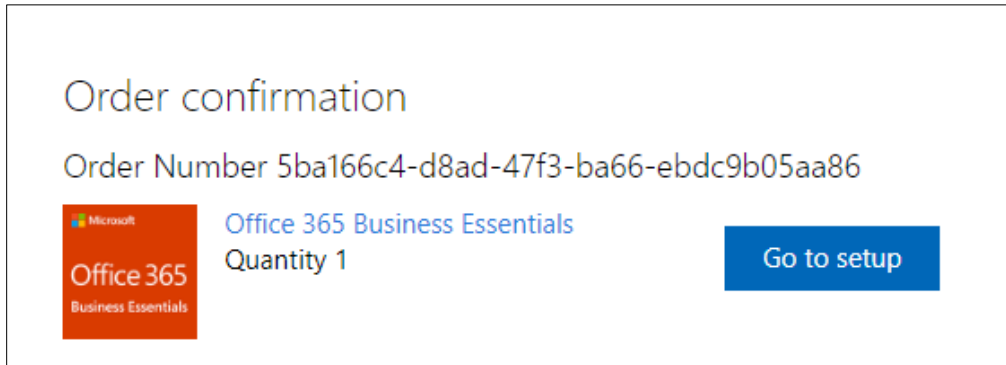
4 How would you like to pay?

Product name	Price (USD)	Quantity	Subtotal (USD)
Microsoft 365 Business Basic Annual commitment Billed monthly	\$5.00 / user / month	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.



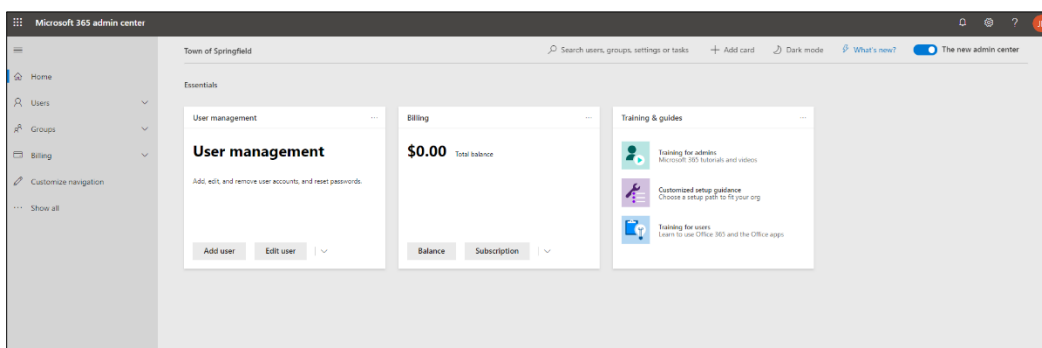
Part 2: Getting your custom domain

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

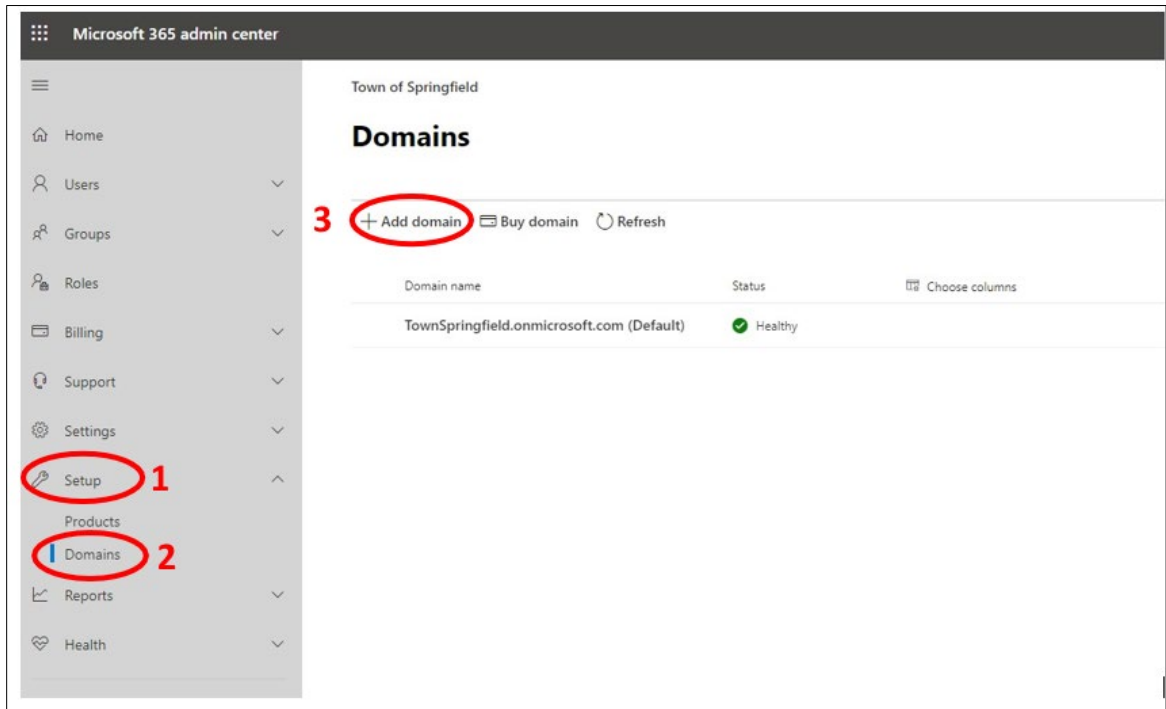
1. Go to the Microsoft 365 administration site [here](#). Click 'Sign in now.'



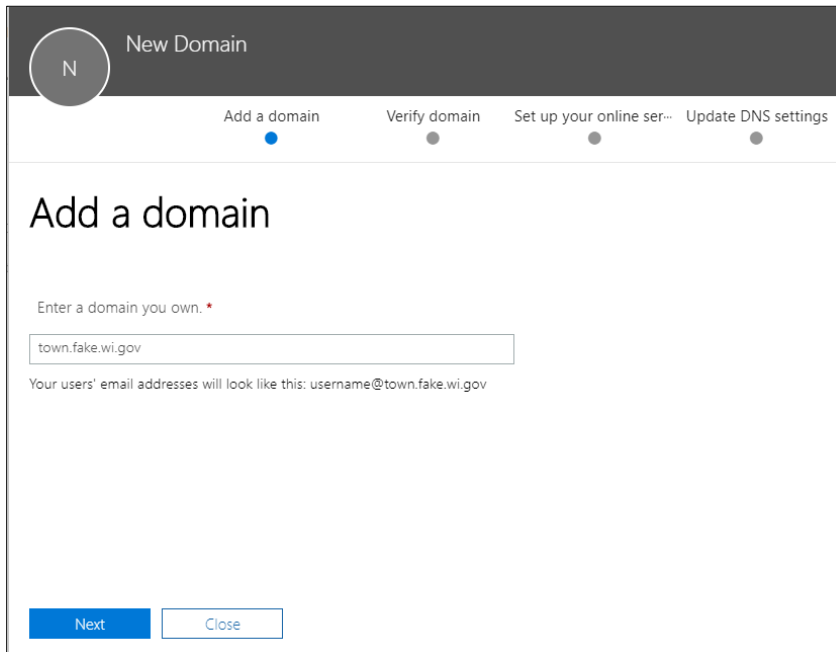
2. You may be prompted to log in. The page you are directed to will look like this:



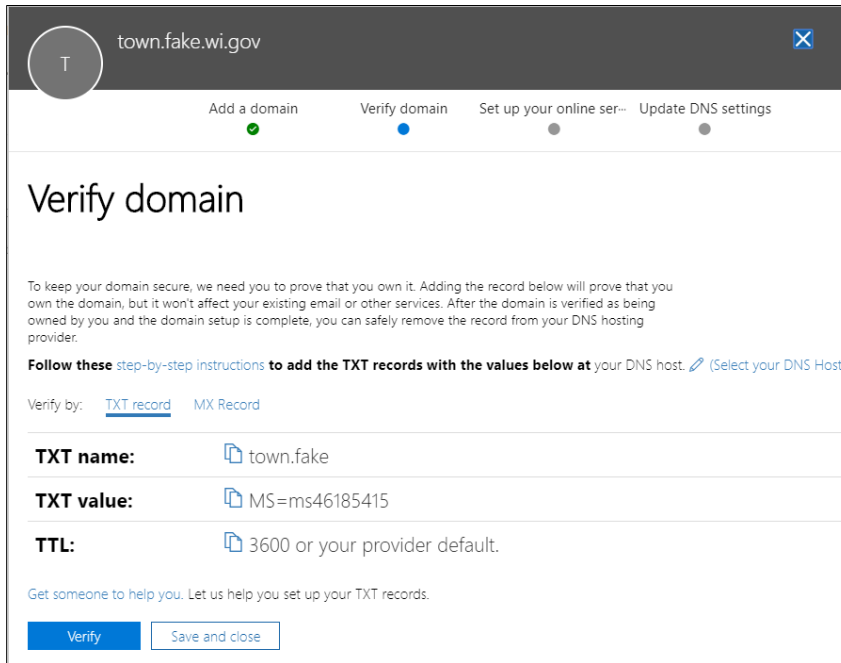
3. Select "Setup" and then "Domains" from the left sidebar. When the Domains page pops up, select "Add domain."



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



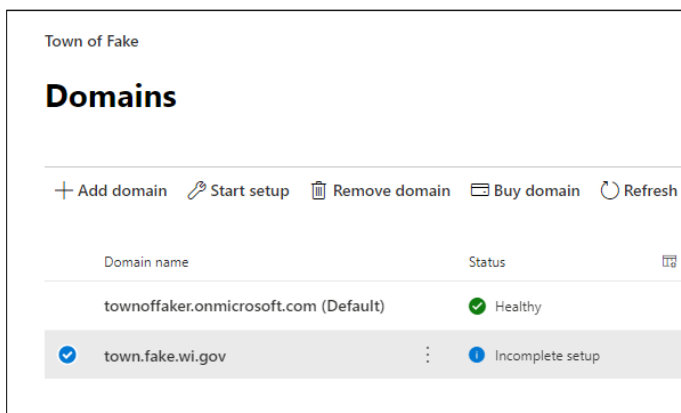
- The next screen is used by Microsoft to **verify** that you own (or are in control of) the domain. The information on the following screen is needed to set up the new domain. Save a screen shot of the TXT record (see below) or if available download the CSV (Excel) file.



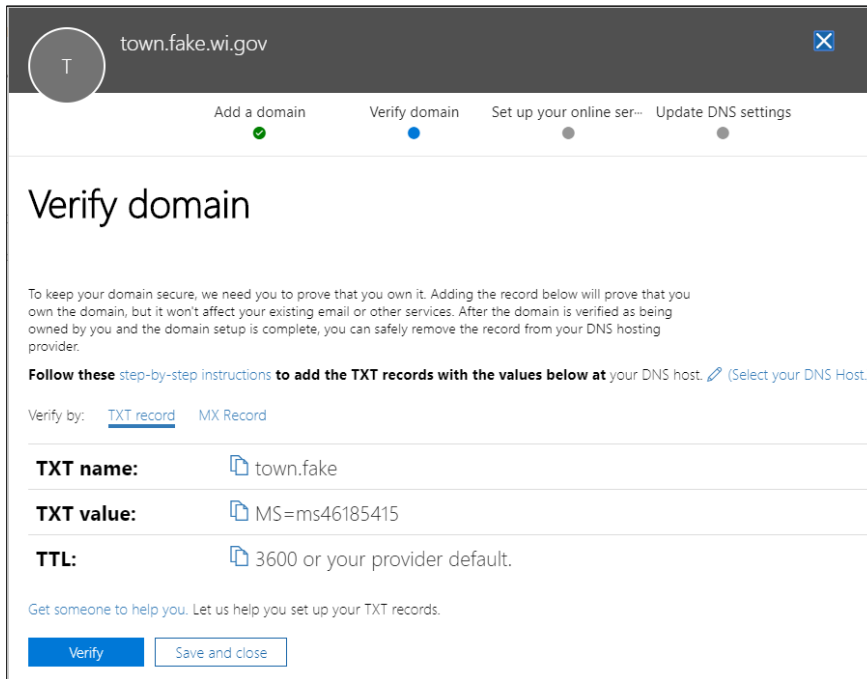
- After you have saved the screen shot, you can click 'Save and Close'.
 - Note that Microsoft allows **domain validation** with either a TXT or MX record or both. DOA/DET prefers only the TXT be used. The MX record does not need to be used for validation.

Stop here until you have been notified by DOA/DET that the domain has been created.

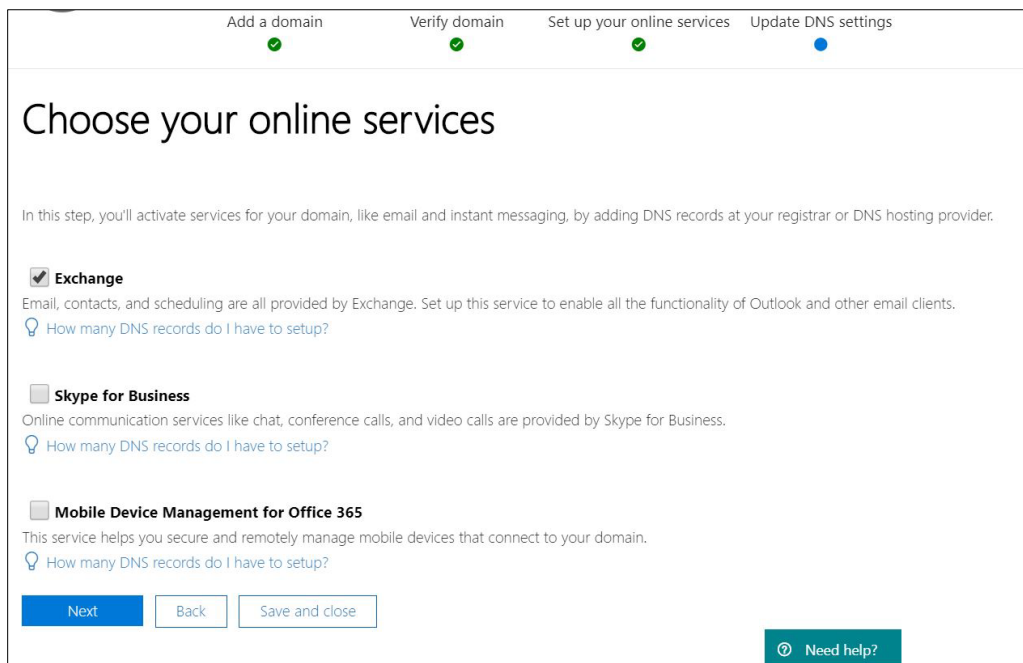
- When you receive confirmation that the domain has been established, go back into your Microsoft account admin screen.
- Right click your new domain name and click on 'Start Setup'.



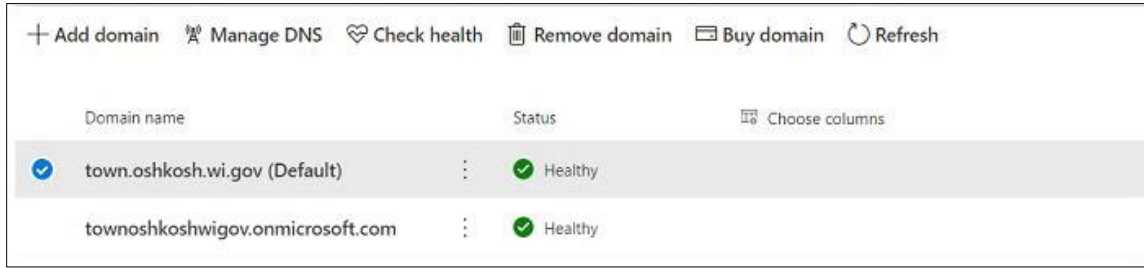
- From the Verify Domain window, click 'Verify' on the TXT record tab.



- Go to 'Choose your online services.' To access email, mark the box next to 'Exchange' then click 'Save and Close'.



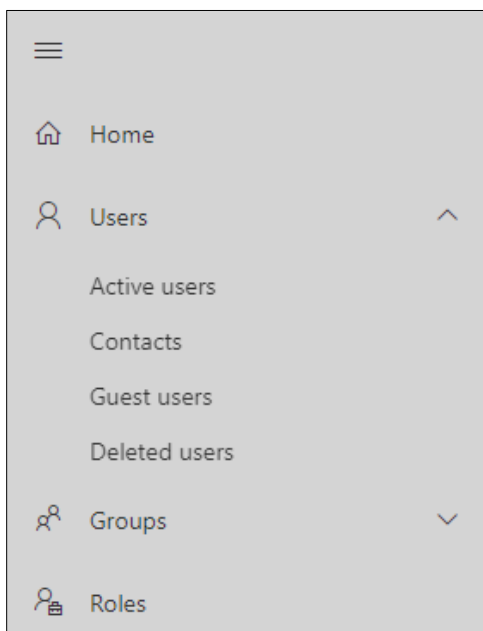
11. Under Domain Names, both domains should show a status of 'Healthy'.



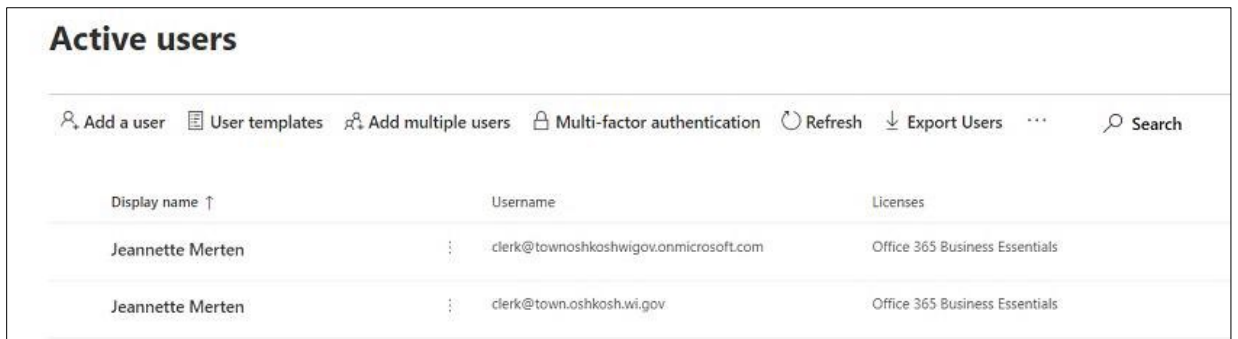
The screenshot shows a management interface for domain names. At the top, there are several action buttons: '+ Add domain', 'Manage DNS', 'Check health', 'Remove domain', 'Buy domain', and 'Refresh'. Below these buttons is a table with columns for 'Domain name', 'Status', and 'Choose columns'. Two domains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

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

12. 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.'



13. 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 a search icon. Below these buttons is a table with columns for 'Display name', 'Username', and 'Licenses'. Two users are listed:

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

14. 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' dialog box with the 'Set up the basics' step selected in the left-hand navigation pane. The main content area contains the following fields and options:

- First name:** Input field with 'Jan' entered.
- Last name:** Input field with 'Fakerton' entered.
- Display name *:** Input field with 'Jan Fakerton' entered.
- Username *:** Input field with 'clerk1' entered, followed by a dropdown menu showing 'townoffaker.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 right of the dialog box.

15. 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' dialog box with the 'Assign product licenses' step selected in the left-hand navigation pane. The main content area contains the following fields and options:

- Select location *:** Dropdown menu with 'United States' selected.
- 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 dialog box.

16. 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.

Add a user

- Basics
- Product licenses
- Optional settings
- Finish**

Review and finish

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
[Edit](#)

Password
Type: Custom password
[Edit](#)

Product licenses
Create user without product license.
[Edit](#)

Roles (default)
User (no admin center access)
[Edit](#)

Profile info
None provided
[Edit](#)

[Back](#) [Finish adding](#)

17. Review details and click 'Finish Adding'.

18. 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 for a domain. Each section includes a header with record type and count, a link for instructions, and a table of records with columns for Record, Host Name, Points to address or value, Priority, TTL, and Status.

MX Records (1)					
View instructions for MX Records					
Record	Host Name	Points to address or value	Priority	TTL	Status
Expected	tn.brooklyn	tn-brooklyn-wi-gov.mail.protection.outlook.com	0	1 Hour	

CNAME Records (1)					
View instructions for CNAME Records					
Record	Host Name	Points to address or value	TTL	Status	
Expected	autodiscover.tn.brooklyn	autodiscover.outlook.com		1 Hour	

TXT Records (1)					
View instructions for TXT Records					
Record	TXT name	TXT value	TTL	Status	
Expected	tn.brooklyn	v=spf1 include:spf.protection.outlook.com -all		1 Hour	