



South Carolina Parks, Recreation and Tourism

IT Department

Welcome Center – New User – Email What to Expect - Instructional Guide

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## PURPOSE:

The purpose of this document is to demonstrate how to setup and view a new user's SCPRT issued email.

## SUPPORT DETAILS:

You have been assigned an SCPRT email address. This email address is specific to you and should be used each time you sign in to any SCPRT computer. We have also included a temporary password.

When you sign in the first time with your personal email address, the computer is going to prompt you for a new password. The computer will also begin a profile for you, which means it will take a few minutes during the login the very first time your sign into a computer. Future logins on this same machine, will not take as long.

If you have any issues, you are welcome to call us 888-477-8435 (888-4PRT-HELP) or send us an email at [helpdesk@scprt.com](mailto:helpdesk@scprt.com). We will be glad to help you!

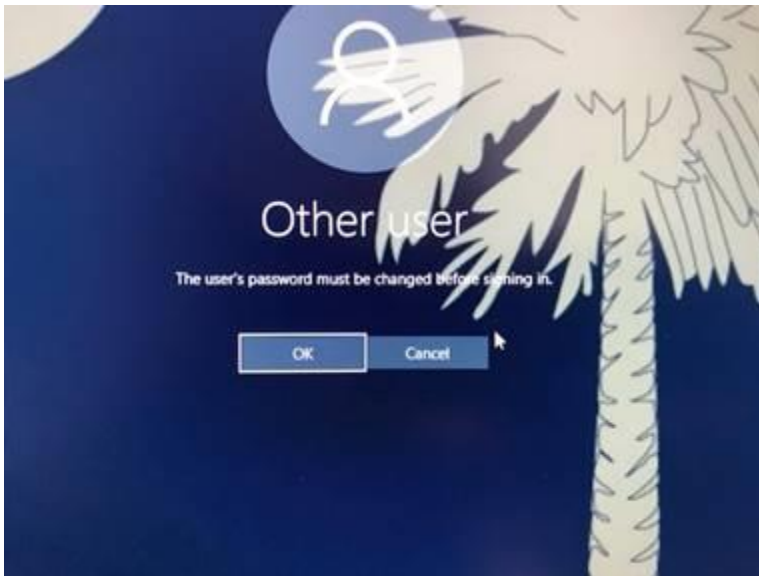
## INSTRUCTIONS:

### Signing into Windows for the First Time with a Temporary Password

- In the white box, please enter your new email address.
- In the password box, please enter the temporary password we have provided to you.
- Click on the small arrow to the right of the password box.



- You will be brought to a screen indicating you need to change your password.
- Please click OK.



## Passwords:

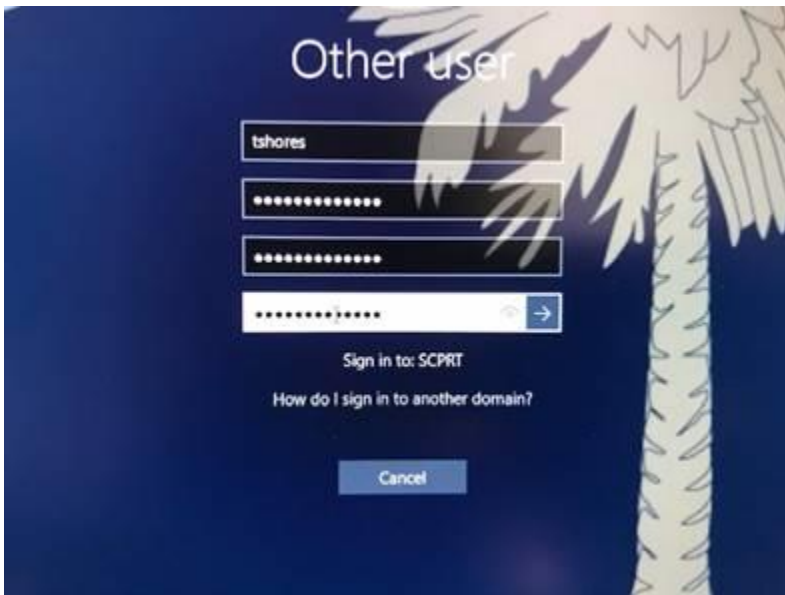
Please note, passwords are case SENSITIVE. Please do not share your password. IT will not ask you for your password even when working with you to resolve an issue.

**Create and Use strong passwords.** While most passwords will be enforced by group policy settings from IT it's still important to make them unique, never using information pertaining to your favorite sports team, home address, middle name, etc.

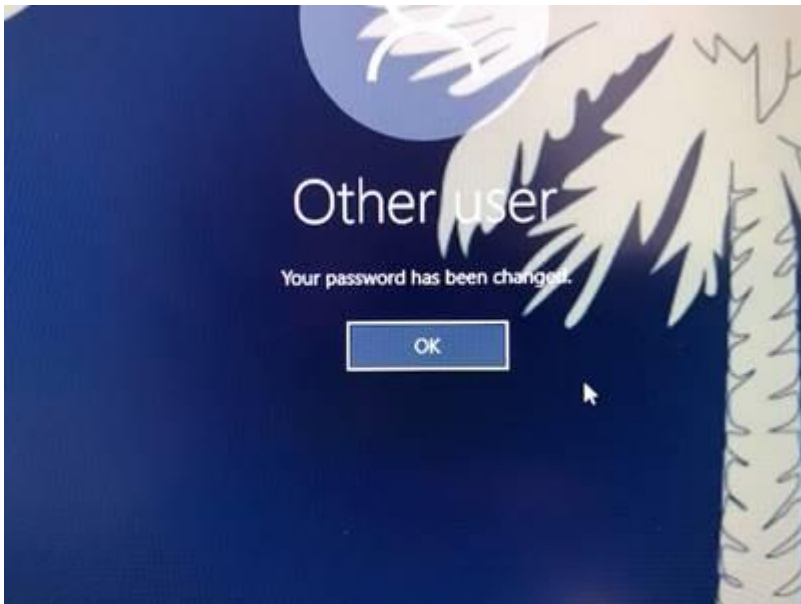
| Password Requirements  |
|--|
| 1. 8 characters minimum and 16 characters maximum                      |
| 2. Values allowed:   |
| • A-Z  |
| • a-z  |
| • 0-9  |
| • ~!@#\$%^&*()-_+=?  |
| 3. At least 3 of 4 character types from values allowed                 |
| 4. Cannot contain the username alias (part before @ symbol)            |
| 5. Cannot use the last 3 password; minimum of 15 days from last change |

Please do not share your password.

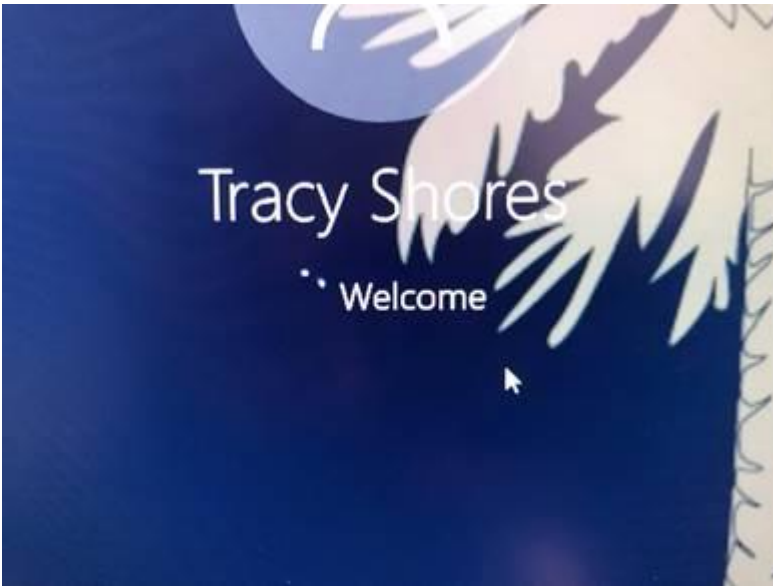
- The second box will be pre-populated with your temporary password.
- In the third box, please input the password you have created for yourself based on the rules provided above.
- In the fourth box, please re-enter your newly created password.
- Click the arrow on the right side of the fourth box.



- The screen will indicate your password has been changed.
- Please click on OK.



- The computer will sign you in. This may take several minutes the first time as the computer is building a profile for you.
- Your name will display instead of “Tracy Shores”.



## Prompts that May Appear

### Citrix Receiver

- Check the “Do not show this window automatically at login” (bottom of the box)
- Click Close

**Add Account**

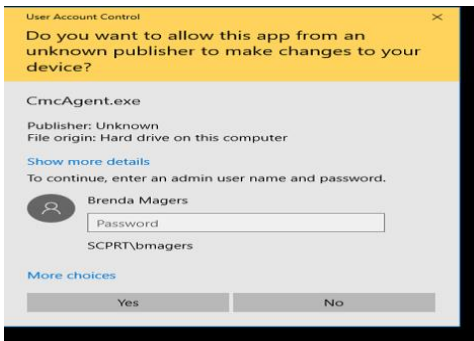
Enter your work email or server address provided by your IT department

☐ Do not show this window automatically at login.

Add Close

## CmcAgent.exe

- Put in your windows password
- Click Yes

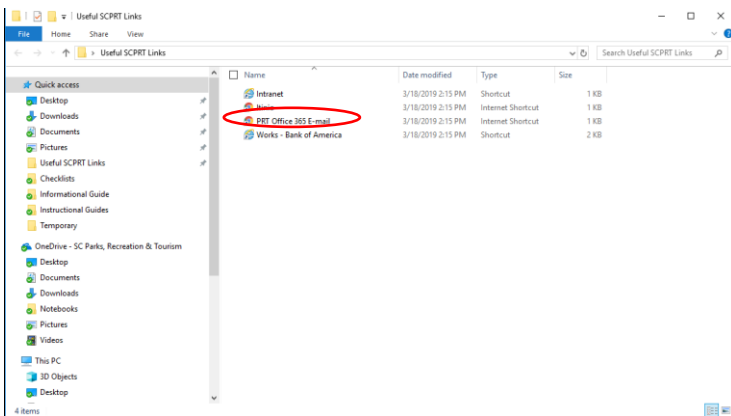


## To View Your Email

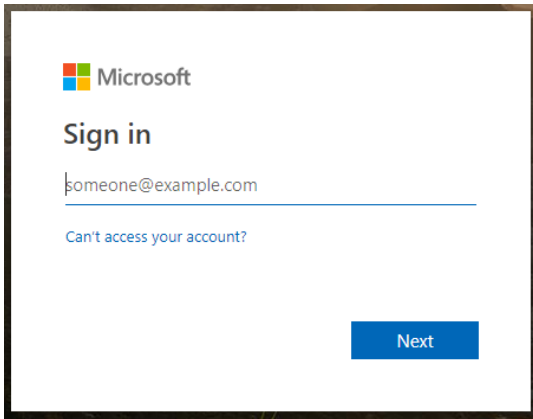
- On your desktop, click the Useful SCPT Links



- Click on PRT Office 365 E-Mail



- Put in your email address
- Click Next



Microsoft

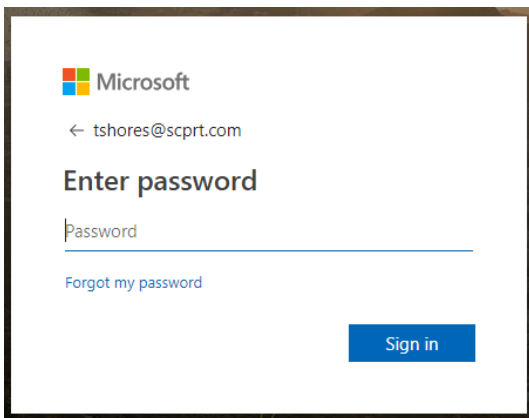
## Sign in

someone@example.com

[Can't access your account?](#)

Next

- Put in your Windows password
- Click Sign In



Microsoft

← tshores@scprt.com

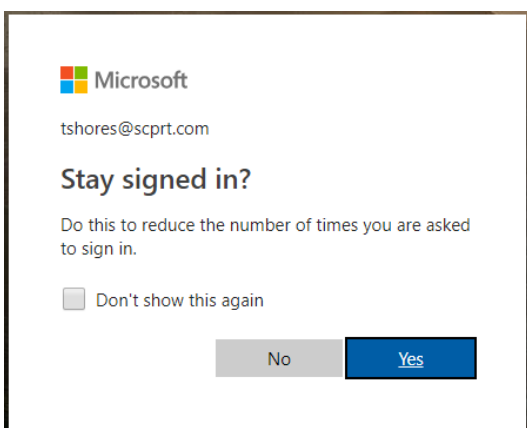
## Enter password

Password

[Forgot my password](#)

Sign in

- Staying signed in is a preference, you may click either yes or no.



Microsoft

tshores@scprt.com

## Stay signed in?

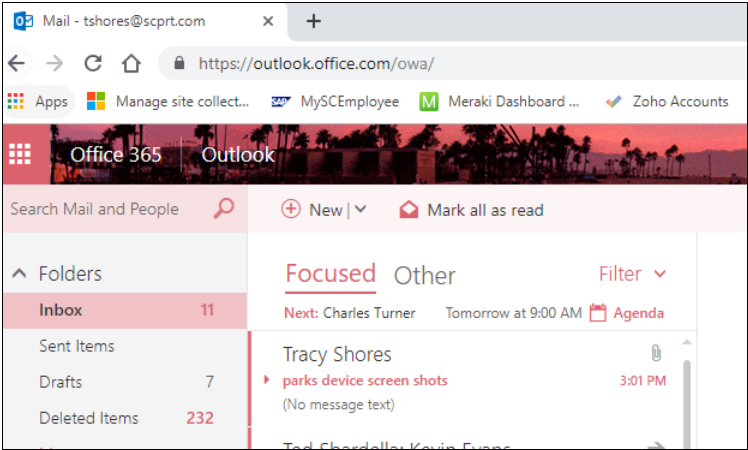
Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes



- The first time you sign in, you will be prompted to provide your Time Zone, please find “Eastern” from the drop down box. The language defaults to English, you will want to leave it as it defaults.
- Your email will open.



**VERSION:**

| Version Number | Author       | Purpose / Change | Date      |
|----------------|--------------|------------------|-----------|
| 1.0            | Tracy Shores | Creation         | 3/28/2019 |