

# HOW TO CREATE/RESET YOUR CAWG OFFICE 365 EMAIL

BY C/CMSgt Maximus Davenport

Group 8 C/ITO

# Step One

The screenshot shows a web browser window with the address bar displaying `fixmyemail.cawgcap.org/passwordreset`. The page title is "PCR - Office 365 Tools". The navigation bar includes "Home" and "Member" links. The main content area is titled "Password Reset" and features a progress indicator with four steps: Step 1 (active), Step 2, Step 3, and Step 4. Below the progress indicator, a message states: "Enter the information below. The information must match your eServices record exactly." The form contains three input fields: "Wing", "CAP ID", and "Last Name". The "Wing" field has a dropdown arrow. The "CAP ID" field shows a masked input "#####". The "Last Name" field is empty. At the bottom of the form are two buttons: "CANCEL" and "NEXT STEP".

**PCR - Office 365 Tools** | Home Member ▾ Login Help ▾

### Password Reset

1 2 3 4  
Step 1 Step 2 Step 3 Step 4

Enter the information below. The information must match your eServices record exactly.

**Wing**

**CAP ID**  
#####

**Last Name**

CANCEL NEXT STEP

**Login Status: (not logged in)**

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1. Go to `fixmyemail.cawgcap.org/passwordreset`.
2. Input your wing information. (Ex. CAWG)
3. Input your CAP ID. (Ex. 580738)
4. Input your Last Name. (Ex. Davenport)

# Step Two

**! Membership Renewal Notice**  
Your membership is due for renewal in 72 days. [Click here to renew your membership.](#)

- Hide Notifications

**Statistics (CA-441)**  
Cadets in your Unit: [66](#)  
Seniors in your Unit: [18](#)  
All members in your Unit: [84](#)  
Cadets in your Wing: 1736  
Seniors in your Wing: 1926  
*Results as of 20 Mar 2020*

National Cadet Count: 28287  
National Senior Count: 38071  
*Results as of 29 Feb 2020*

**Favorite Apps**  
[Cadet Online Testing](#)  
[Cadet Promotions Track Report](#)  
[Learning Management System](#)  
[Operations Qualifications](#)

**Commanders**  
**National Commander**  
Maj Gen Mark E. Smith  
**Region Commander (PCR-001):**  
Col Jon L. Stokes  
**Wing Commander (CA-001):**  
Col Ross E. Veta  
**Group Commander (CA-008):**  
Maj Jennifer D. Davenport  
**Unit Commander (CA-441):**  
Lt Col Jeremy P. Jurkoic

**Approvals/Validations**

**News**  
\*\* 17 Mar 2020 \*\*  
[eServices Release Notes](#)  
\*\* 12 Mar 2020 \*\*  
[eServices Release Notes](#)  
06 Mar 2020  
[eServices Release Notes](#)  
05 Mar 2020  
[eServices Release Notes](#)  
28 Feb 2020  
[Proof-of-Concept for Improvements to CAP'...](#)  
25 Feb 2020  
[eServices Release Notes](#)  
24 Feb 2020  
[eServices Release Notes](#)  
19 Feb 2020  
[eServices Release Notes](#)  
14 Feb 2020  
[National Headquarters will be closed Monda...](#)  
14 Feb 2020  
[Scheduled Maintenance - 19 Feb](#)

**Civil Air Patrol Sites**  
eServices  
WMIRS  
Communications  
Inland SAR School Registration  
[gocivilairpatrol.com](#)  
Volunteer Now

**Downloads**  
Flash Card Manager  
Seals & Emblems  
GRISOFT, Inc. Anti-Virus Software  
Forms, Publications & Regulations  
Adobe Acrobat Reader

**Contact Us**  
NHQ Contacts  
Help Desk  
CAP-USAF Directory

**Follow CAP**  
[f](#) [t](#) [v](#) [r](#)  
**Employment**  
Jobs  
Supported Browsers

1. Go to eServices at capnhq.gov.
2. Select your name in the top right corner.

# Step Three

The screenshot shows the eServices portal interface. At the top, there is a dark blue header with a 'Menu' icon, the 'eServices' logo, and a user profile for 'C/CMSgt Maximus B. Davenport'. Below the header, a red banner displays a 'Membership Renewal Notice' stating that the membership is due for renewal in 72 days, with a link to renew. The main content area is divided into three columns. The left column contains 'Statistics (CA-441)' with unit and wing counts, and 'Favorite Apps' with links to testing, track reports, and management systems. The middle column lists 'Commanders' for National, Region, Wing, and Unit levels. The right column is a 'My Account' dropdown menu, which is currently open and shows options like 'General Info' (highlighted), 'Addresses', 'Contacts', 'Characteristics', 'Service Ribbons', 'Security Clearance', 'Change Password', 'eServices PIN', 'Auto Renewal', 'Favorite Applications', 'Clearance Certificates', and 'Logout'. Below the dropdown are sections for 'Favorites' (listing testing, track reports, and management systems) and 'My Accomplishments' (listing qualifications and safety education). The footer contains links to 'Civil Air Patrol Sites', 'Downloads', and 'Contact Us'.

Menu eServices C/CMSgt Maximus B. Davenport

**! Membership Renewal Notice** - Hide Notifications  
Your membership is due for renewal in 72 days. [Click here to renew your membership.](#)

**Statistics (CA-441)**  
Cadets in your Unit: [66](#)  
Seniors in your Unit: [18](#)  
All members in your Unit: [84](#)  
Cadets in your Wing: 1736  
Seniors in your Wing: 1926  
*Results as of 20 Mar 2020*

National Cadet Count: 28287  
National Senior Count: 38071  
*Results as of 29 Feb 2020*

**Favorite Apps**  
[Cadet Online Testing](#)  
[Cadet Promotions Track Report](#)  
[Learning Management System](#)  
[Operations Qualifications](#)

**Commanders**

**National Commander**  
Maj Gen Mark E. Smith

**Region Commander (PCR-001):**  
Col Jon L. Stokes

**Wing Commander (CA-001):**  
Col Ross E. Veta

**Group Commander (CA-008):**  
Maj Jennifer D. Davenport

**Unit Commander (CA-441):**  
Lt Col Jeremy P. Jurkoic

**My Account**

- General Info**
- Addresses
- Contacts
- Characteristics
- Service Ribbons
- Security Clearance
- Change Password
- eServices PIN
- Auto Renewal
- Favorite Applications
- Clearance Certificates
- Logout

**Favorites** +

- Cadet Online Testing
- Cadet Promotions Track Report
- Learning Management System
- Operations Qualifications

**My Accomplishments**

- Qualifications
- Safety Education


**Civil Air Patrol Sites**  
eServices  
WMIRS  
Communications  
Inland SAR School Registration  
[gocivilairpatrol.com](#)  
Volunteer Now


**Downloads**  
Flash Card Manager  
Seals & Emblems  
GRISOFT, Inc. Anti-Virus Software  
Forms, Publications & Regulations  
Adobe Acrobat Reader



**Contact Us**  
NHQ  
Help  
CAP-USA

1. Select General Information. This will show you the exact date you joined CAP.

# Step Four

 Menu

 eServices

 C/MSgt Maximus B. Davenport 

eServices Home > My Account > General Info & Preferences

First Name	MI	Last Name	Suffix
Maximus	B	Davenport	

Gender	Date of Birth	Rank	Rank Date	Type	Squadron	Joined	Expiration
						11 May 2016	

Please direct any request for changes to your Personnel Officer or NHQ Personnel and Membership Services Department at 877-227-9142.

### Renewal Notices

I would like to receive my renewal notices by

☐ Email ONLY

☐ Mail ONLY

☒ Both Mail and Email

### Membership Card

Print Temporary Card (To be used only until the real card arrives!)

[Click here to upload a photo for your membership card, 101 card, etc.](#)

[Click here to purchase a replacement membership card.](#)

### Third Parties

If you do NOT wish to have your personal contact information released to CAP authorized third parties, please check the box below.

☐ **Make My Information Private**

### CAP Volunteer Magazine

Help CAP save money and resources by opting out of the printed copy of the Volunteer and viewing the digital version online at [www.capvolunteernow.com](http://www.capvolunteernow.com)

☐ **Opt out of receiving the Civil Air Patrol Volunteer magazine.**

1. Look at your date joined. Write it down.
2. You will need this information to reset your password.

# Step Five

**eServices** C/CMSgt Maximus B. Davenport

**My Account**

- General Info
- Addresses
- Contacts
- Characteristics
- Service Ribbons
- Security Clearance
- Change Password
- eServices PIN
- Auto Renewal
- Favorite Applications
- Clearance Certificates

Joined 11 May 2016 Expiration 31 May 2016  
877-227-9142

**Menu**

**eServices Home** > My Account > Addresses

**Primary Address** [edit](#)

[Redacted Address]  
San Diego, [Redacted City]

*For Copying Purposes*  
[Redacted Address Line]

**Secondary Address** [edit](#)

none

1. Click on your name again.
2. Select "Addresses"
3. Look at the city. Write it down with the date you joined.
4. The city changes with each person. Remember, not everyone lives in San Diego.
5. If the information you input into the portal does not match eServices, it will reject your request, and you will have to start over.

# Step Six

## Password Reset

1

2

3

4

Step 1Step 2Step 3Step 4

Enter the information below. The information must match your eServices record exactly.

City

Where you live

Rank

▼

Date Joined CAP

mm/dd/yyyy

CANCEL

NEXT STEP

1. With the information you wrote down, input it into the correct boxes.
2. When entering your rank, you must differentiate from Cadet and Senior Member. Remember, Cadet starts with “C/” and Senior Members don’t.
3. If you get rejected because of incorrect information, refresh the page, and try again. If this continues to not work, contact your Group IT Officers.

# Step Seven

## Password Reset

1

Step 1

2

Step 2

3

Step 3

4

Step 4

Select the location where you want the notification sent.

### Location

- ☐ Primary EMAIL - maximus.davenport@kawgcap.org
- ☐ Secondary EMAIL - maximusbdavenport@gmail.com
- ☐ Primary SMS - 8589997013

(For SMS - Message and data rates may apply)

**You MUST make a selection above.**

CANCEL

1. Select the location where you want the temporary password to be sent.
2. DO NOT CHOOSE YOUR CAWG EMAIL. You're resetting the password for a reason.
3. I highly recommend the personal email option.



# Step Eight

## Password Reset

1

Step 1

2

Step 2

3

Step 3

4

Step 4

We have received all information we need to complete your password reset. Please review the information below and click on the reset button below to complete your password reset.

You have requested a password reset for the following:

**Wing:** CAWG  
**Email Address:** Maximus.Davenport@cawgcap.org  
**Delivery Location:** maximusbdavenport@gmail.com

(For SMS - Message and data rates may apply)

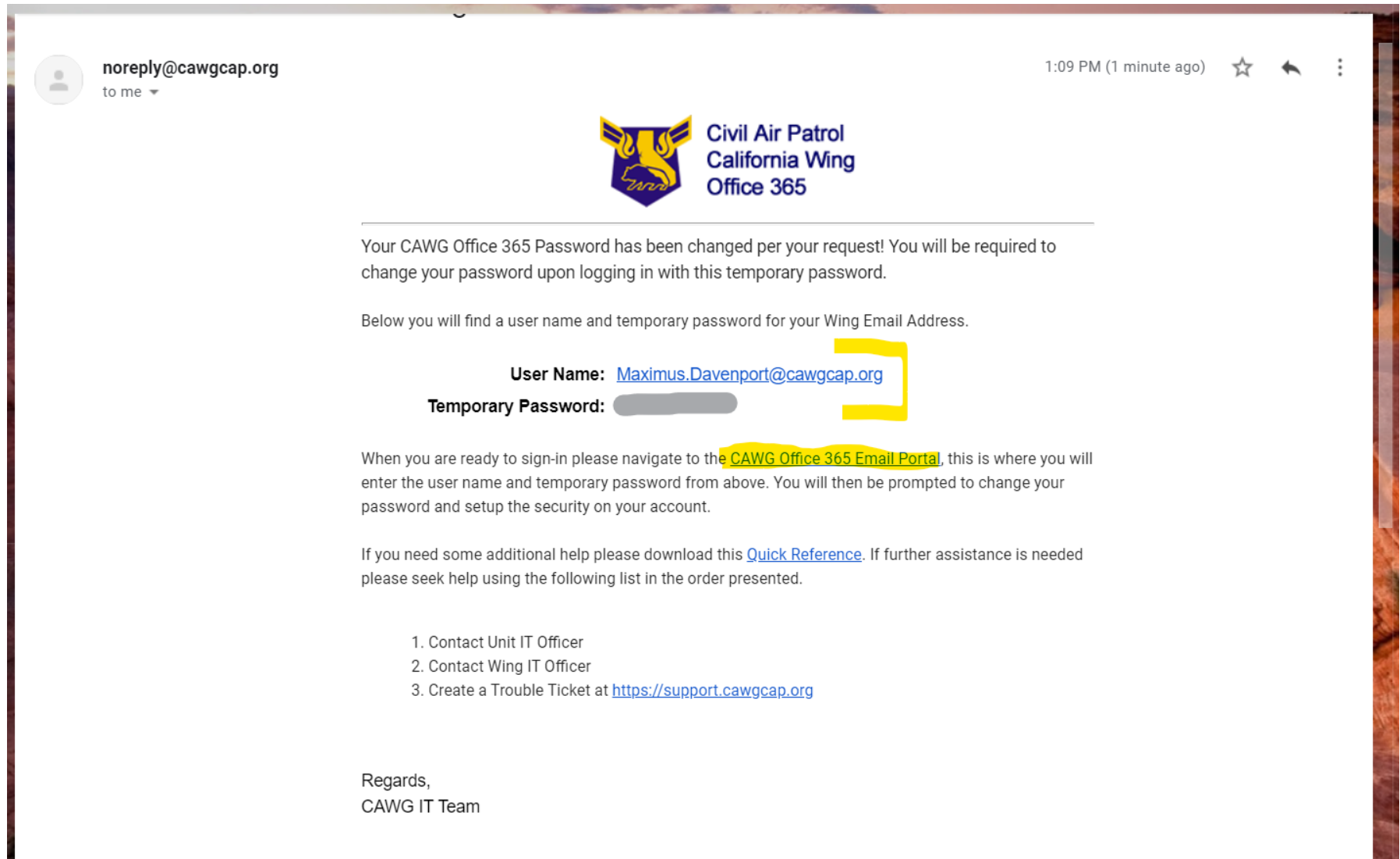
CANCEL

PREVIOUS STEP

RESET

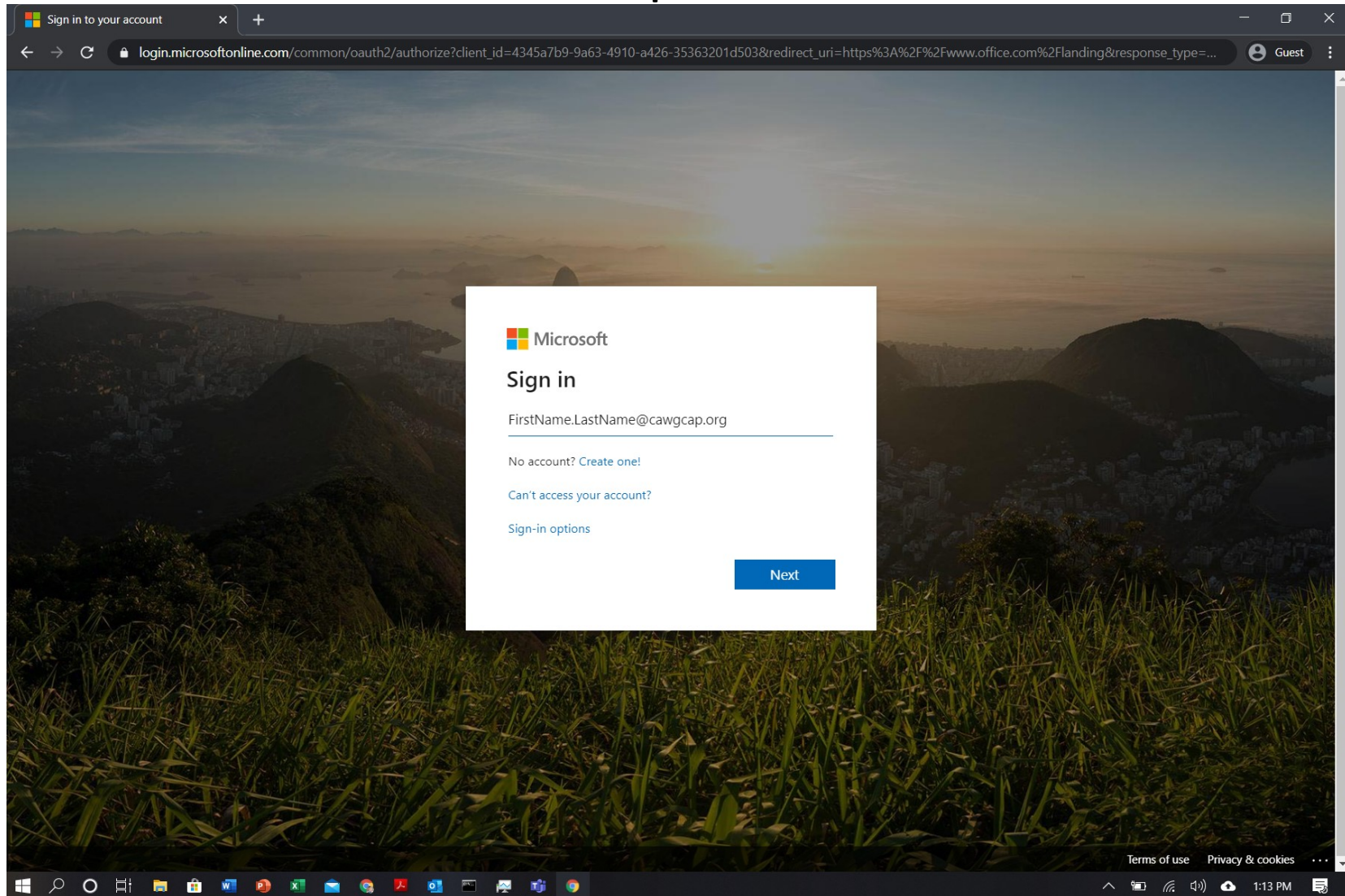
1. Verify the information presented.
2. If correct, select reset.
3. An email will be sent to the selected location. I chose my personal email.

# Step Nine



1. This is what the email will look like.
2. Under the grey is the temporary password. Copy it by pressing CTRL C (Command C for Mac). You can also right click and select copy.
3. Click the link in yellow labeled "CAWG Office 365 Email Portal".

# Step Ten



1. This is what the portal looks like.
2. You must enter your username that you received in the temporary password email. It should be your "FirstName.LastName@cawgcap.org" (Ex. Maximus.Davnport@cawgcap.org)
3. This is your email to log in. Remember it. Then select "Next".

# Step Eleven

1. Paste the Temporary password you received.
2. Then press "Sign In"



← maximus.davenport@cawgcap.org

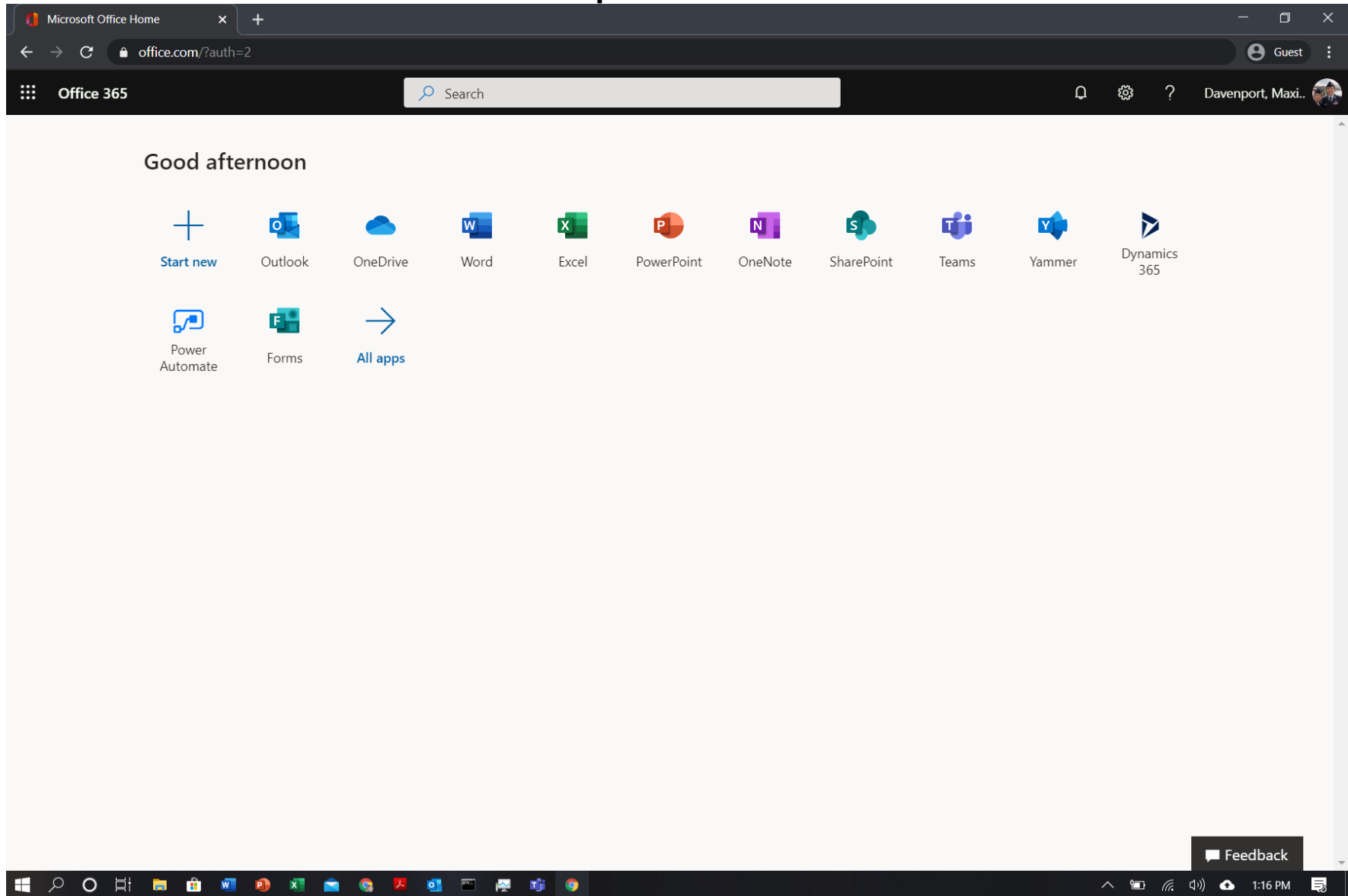
Enter password

.....

[Forgot my password](#)

Sign in

# Step Thirteen



1. This is what the interface looks like.
2. If you have any questions or something didn't work, contact your Group IT Officer.