



Town of Andover

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To: Board Members
From: Lawrence Murphy, Town Clerk
Paul J. Puzanghera, Chief Information Officer
Date: 1 March 2017
Subject: Availability and Proper Use of Town Approved Email

Thanks to the recent upgrade of the Town's IT infrastructure we are now happy to provide "official" town email addresses to members of all of our major policy boards. Going forward you should use these email addresses for all digital correspondence regarding town matters – this includes communication between boards members, communication to internal staff and communication to citizens and parents.

What is my new Town email address?

Your email address is in the format:

Email address: firstname.lastname@andoverma.us

Password: **Andover123**

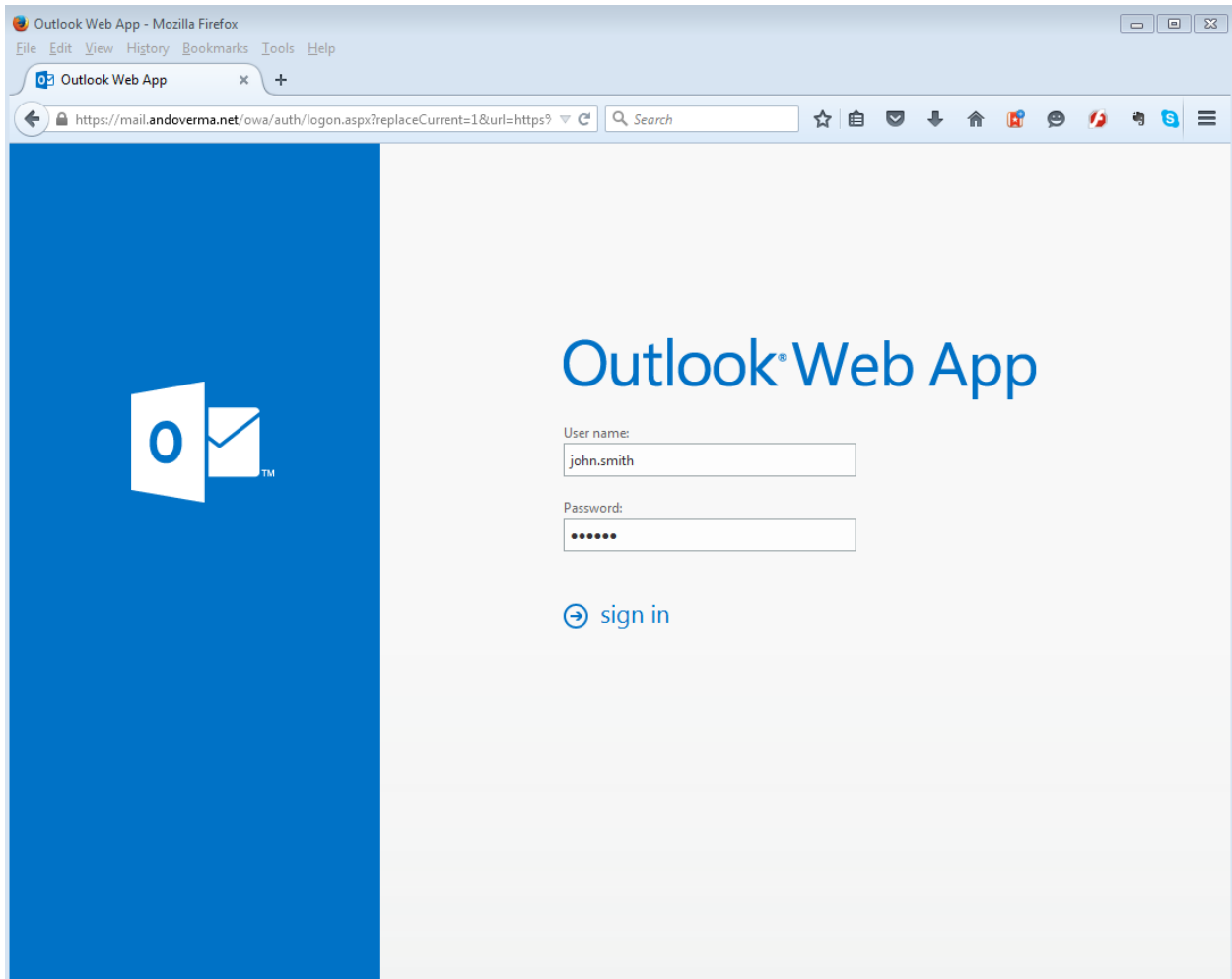
This is your initial password – you will be asked to change it when you first login.

How do I access my Town email from a computer?

If you wish to access your email from a desktop or laptop computer using a web browser you will utilize the web version of our internal Exchange email server – this is called Outlook Web Access (OWA). Use the following web address:

<https://mail.andoverma.net>

You may use Internet Explorer 10+, Firefox, Chrome or Safari as your browser. Earlier versions of OWA were not compatible with Chrome. This will bring you to a secure portal that accesses the Town's internal mail servers. You will see the following screen – simply type in your user name (just john.smith not john.smith@andoverma.gov) and password:



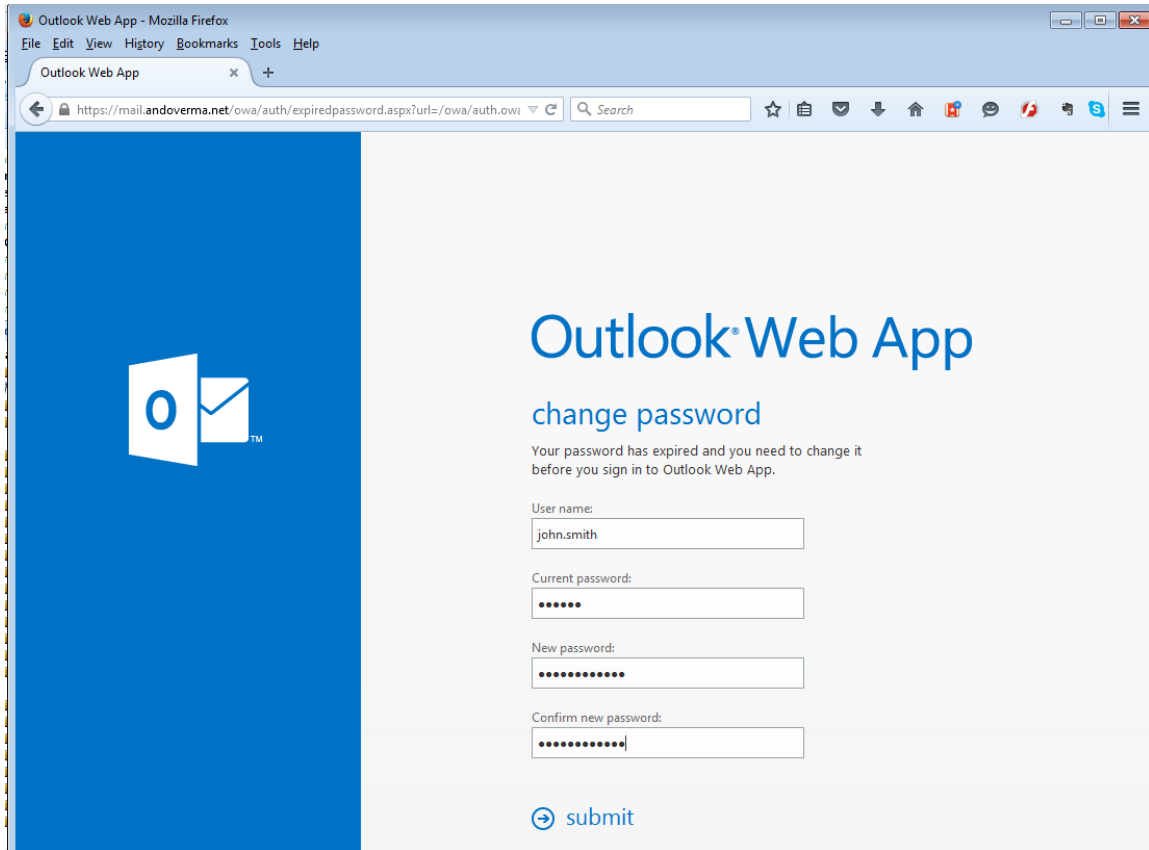
If this is your first time into the system, you will be prompted to change your password. Your new password must meet the following requirements:

- 6 characters or longer
- It must contain 3 of the following special features (upper case characters, lower case characters, one or more numbers, one or more special characters (such as @,?,!))
- You cannot recycle passwords you used previously

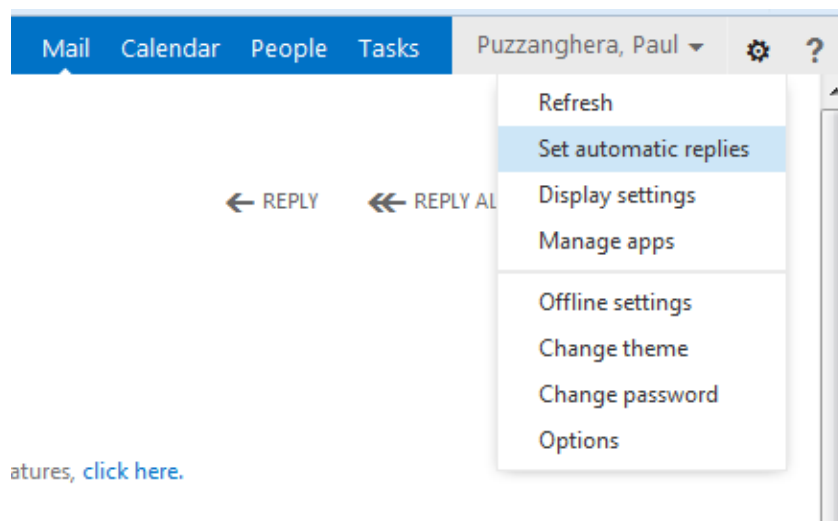
In general, here are a few tips for creating a strong password:

- Longer is better. A 15 character password is much better than a 6 character password
- Do not use the same password as your personal accounts
- Use numbers and special characters to replace letters (e.g. @pple, P3ar, P1n@pp!3)
- Use an easy to remember passphrase rather than a simple word (e.g. AITBTTCEEA (or @1TbTtC33@) - Andover Is The Best Town That Could Ever Exist Anywhere)

- Use a password generator tools such as Roboform, Lastpass or 1PASS to generate unique passwords and remember them for you



If the system does not automatically prompt you to change your password, click on the “gear box” in the upper right hand corner to enter the settings menu. Select the Change Password option and proceed as above.



You will be taken to a simple web interface to read and respond to email.

How do I access my Town email from a mobile device?

You may also access your Town email from a smartphone or tablet. Sample instructions can be found at: <http://ma-andoverpublicschools.civicplus.com/DocumentCenter/Home/View/3850>

If you have trouble with your web or phone access, you can call the Technology Support Center at (978)623-TECH (8324). A technician is usually available, if not you can ask for a call back. Please identify yourself as a member of a Town Board.

What should I know about my Town email?

- All of your town emails are public records and can be requested in accordance with public records laws
- All of your emails (inbound and outbound) are archived on the town's servers. You do not need to save any of your emails except for your own purposes.
- You may not use email for deliberations or to make decisions. This would circumvent open meeting laws. You can use email to exchange information and ideas.
- These accounts are created using the new town-wide email domain ANDOVERMA.US. Going forward we will be migrating our multiple email domains (APS1.NET, ANDOVERMA,GOV, MHL.ORG, etc.) to make sure that all town or school employees can be reached in this uniform way.
- If you are prompted by your security settings to allow your computer to run "Silverlight", click "OK".
- If you wish to find email addresses you can type in a partial name and click "Check Names". If you wish to browse for a recipient address you can compose a new message and click the "To: ..." button. This will bring up an address book to browse. You can start with the "Default Address Book" but you may need to click the "Show other address lists" button. Non-elected town boards are under the "External" address book.
- This is not optional. All digital correspondence must now be processed through your official Town email account