

Accessing LPSD email

Objective

The purpose of this guide is to assist LPS users on how to access LPSD emails and/or how to set up an email account in order to access the LPSD emails.

Three ways will be described: Webmail, Outlook and Mail. The recommendation is to use Webmail.

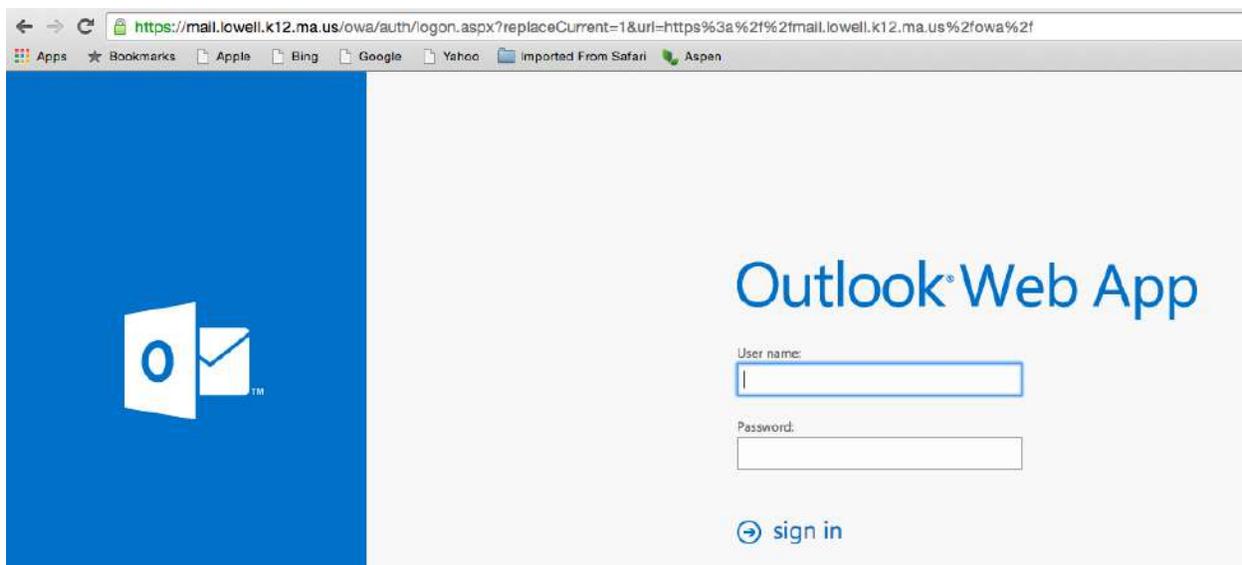
Materials

You will need your laptop computer to follow this procedure.

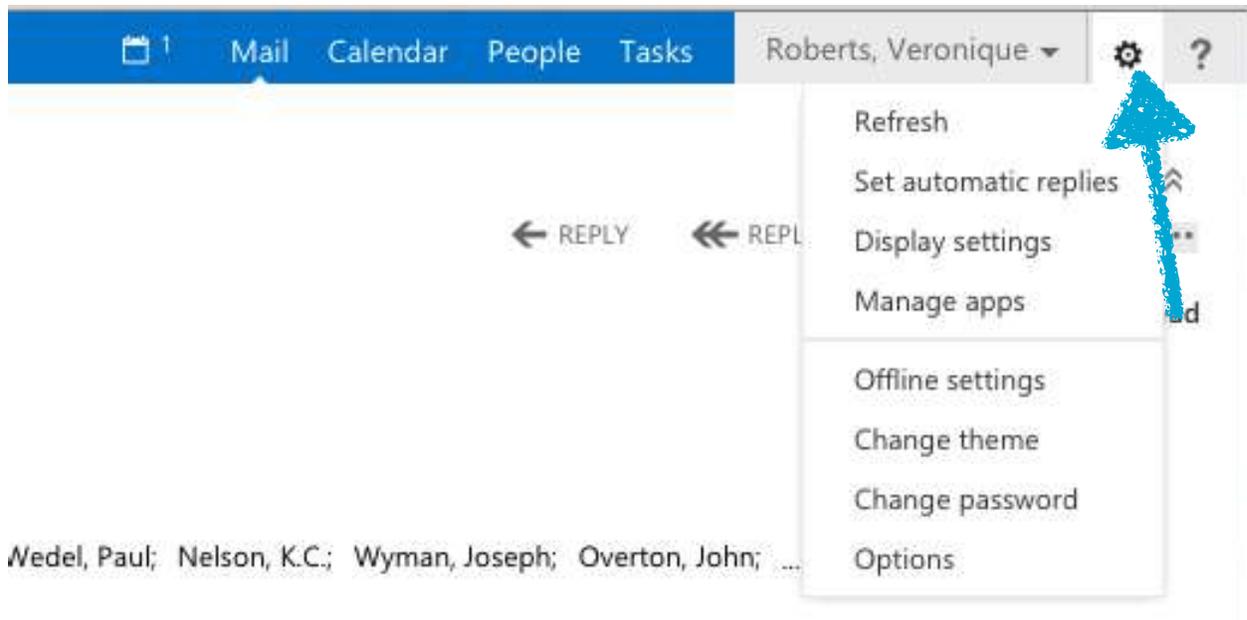
Procedures

Webmail:

1. Open a web browser, such as Chrome or Safari and type <https://mail.lowell.k12.ma.us>. Log on using your username and password.



- To change password, click on the cog wheel icon on the top right corner of the screen and select "Change password".

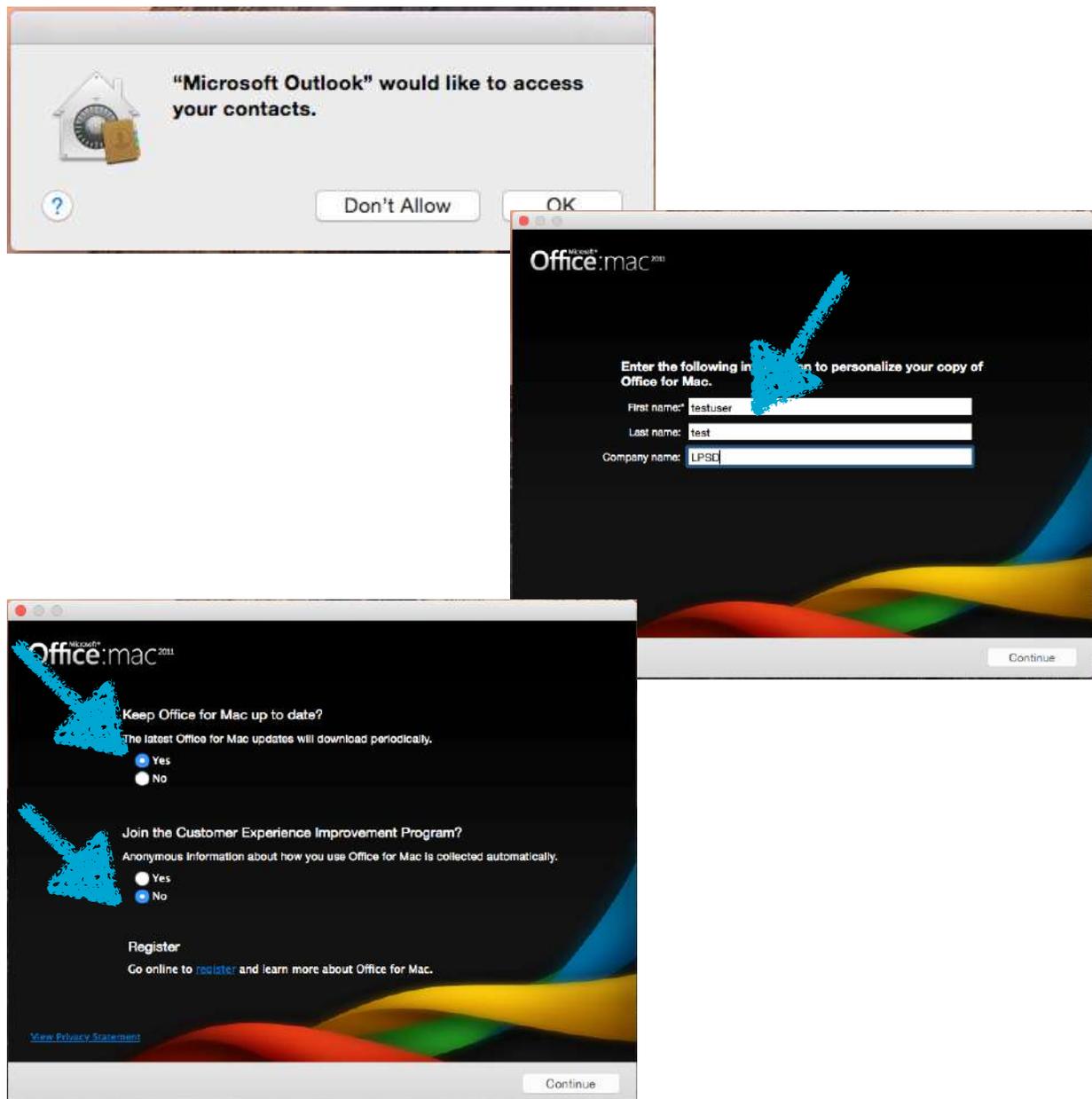


- Enter your current password, then your new one, confirm your new password, then click Save.

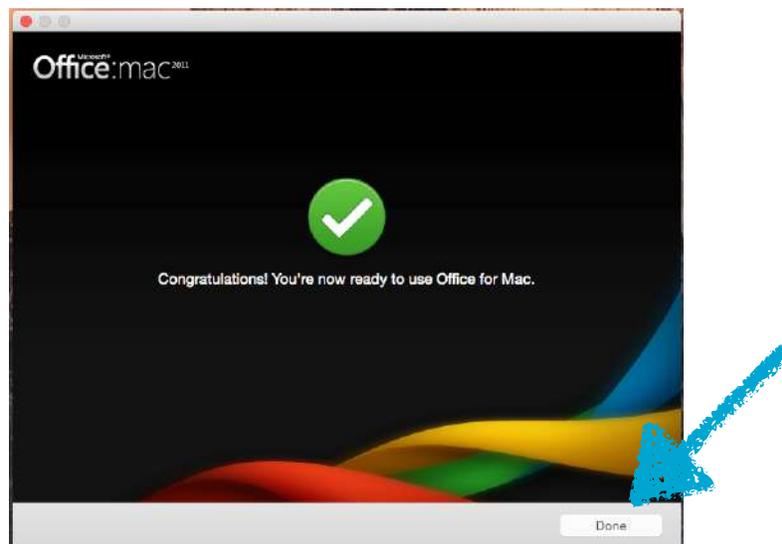
A screenshot of the "change password" settings page in Microsoft Office 365. The page has a left sidebar with "options" and "settings" (highlighted). The main content area shows "change password" with instructions: "Enter your current password, type a new password, and then type it again to confirm it." Below this is a note: "After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully." The form contains four input fields: "Domain\user name:" with "LPSD\vroberts" entered, "Current password:", "New password:", and "Confirm new password:". A blue "save" button is at the bottom.

Outlook:

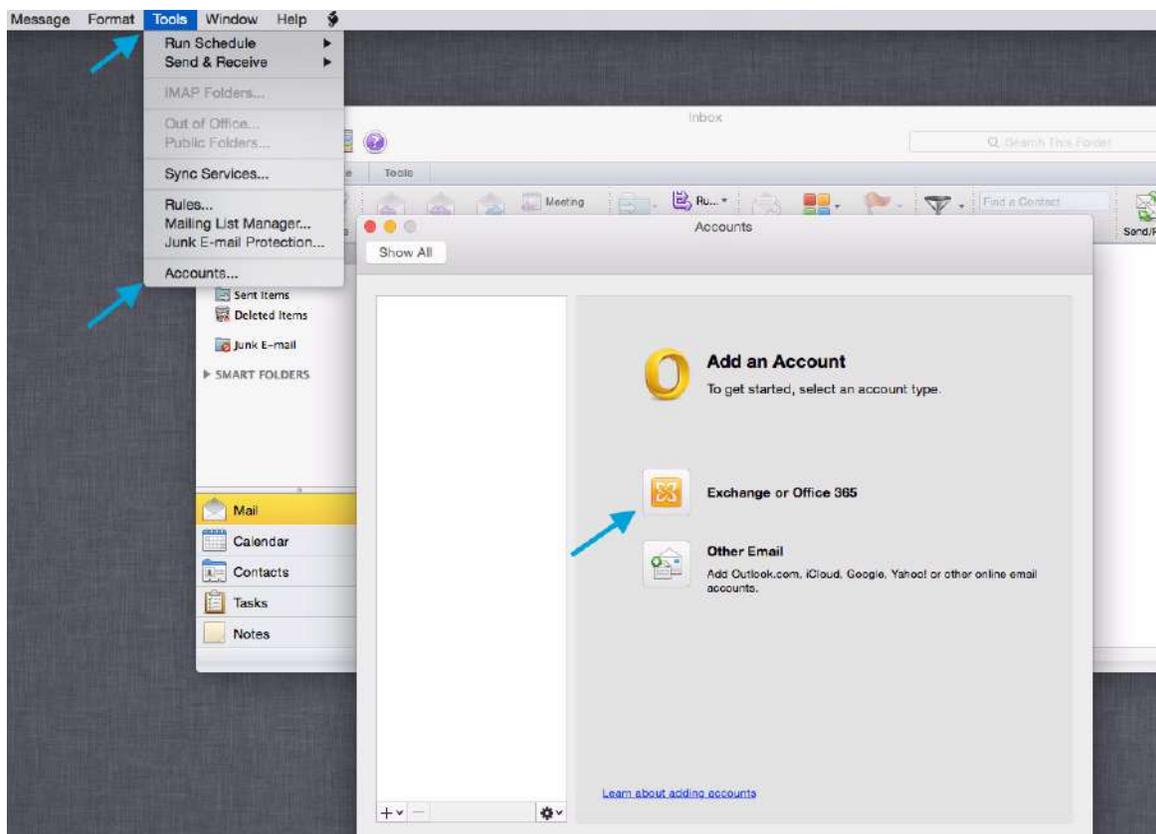
1. Launch the MS Outlook application. It looks like a big yellow "O". On the first launch you will be asked to allow the program to access your contacts. This is fine to do, but on a new computer there will not be any contacts inside the program. Click OK and move to the next screen. You will then be prompted to enter some information (name, organization, and if you want updates turned on or off). Please enter your Name information and you can go ahead and leave updates on. MS Office will then attempt to download and install updates for you automatically. You can choose No about the Customer Experience Improvement Program.



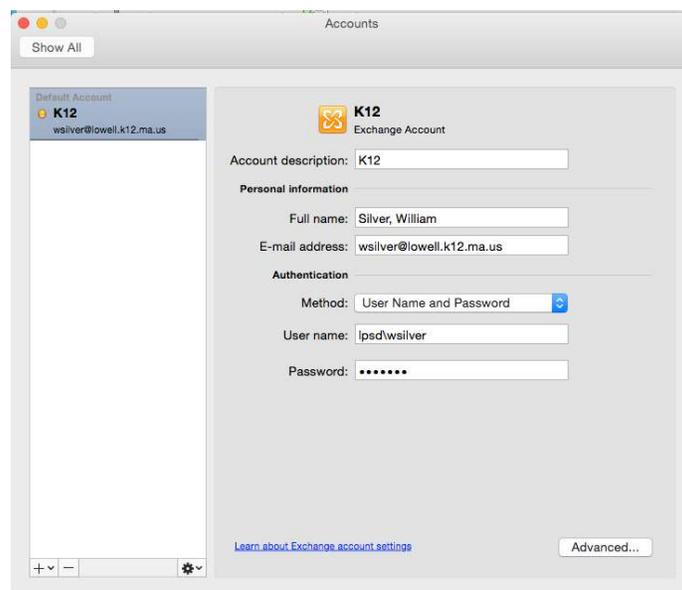
2. Once you have completed the required setup components you will see the screen in the screenshot below. Click Done to continue.



3. Once you click Done, a window will appear in which you will be asked which type of account you want to add. If it does not appear, click on Tools at the top of the screen, and click on "Accounts..." to have the window appear, where you will select the Exchange option.

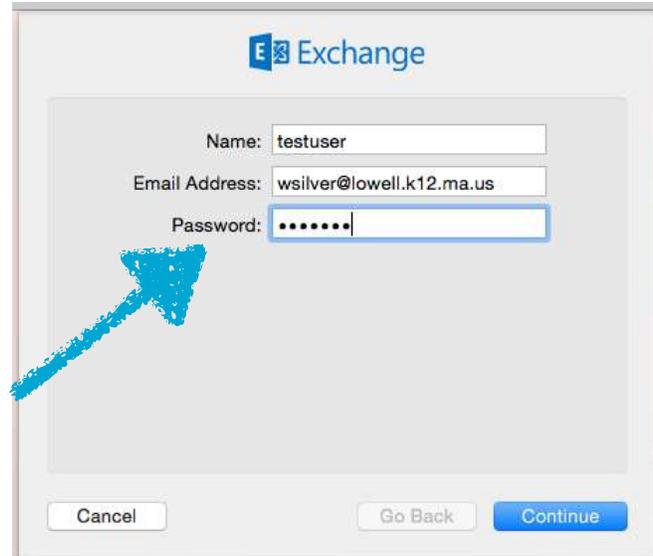


4. You will then be presented with the final piece of the configuration (see screenshot below). In account description you can leave the name or change it to something like (LPSD Mail). Your full name should already appear because you filled in the info in the opening part of this guide. Enter your email address for LPSD in the email field. Leave method as User Name and Password. In the user name field type lpsd\ then your username. Your user name is always the name before the @ symbol in your email address. Finally enter your password in the password field. As soon as you complete this the mail server will be contacted, and your mail will begin to populate. If you are asked for a mail server address you should use mail.lowell.k12.ma.us



Mac Mail:

1. Launch the Mac mail application. It looks like a postage stamp. The first time you launch the program it will begin a process to gather information about what type of mail account you want to set up. The very first screen will ask you which type of account you want to configure. You should choose Exchange. The school email server is a MS Exchange mail server.
2. Click the radio button next to Exchange and click Continue. Please note that you can set up any other type of mail account you wish here as well. For instance, if you wanted to go back later and connect your Yahoo mail, you could set up additional mail accounts to show up in Mac Mail. Keep in mind these will only work outside the network.
3. Once you have selected Exchange and clicked continue, you will be prompted for more information in the next screen. The next screen asks you for your account information. Enter your full name in the Name field, enter your email address in the Email Address field, and finally your password in the Password field. Then click continue.



4. Clicking continue will bring you to the Account Summary screen. This means the program has reached out to the mail server and verified your account credentials. Your screen should look like the one below, but with your email address, user name, and password. If it looks correct click the Continue button.
5. Finally you will be asked which apps you want to work with your mail. At the very least Mail needs to be checked. It is completely fine to select everything. Doing this allows each of the applications to talk to the server to keep things in sync across the computer and the server. Finally, click Done, and you will see mail begin to populate inside the mail program. This process can take a few minutes to a few hours. It all depends how much mail is housed in your mailbox.

