

Remote Access to Your Email Account

There are two ways to access City Email using Web Browser depending on whether or not you have been migrated to Office 365:

1. **Non-Office 365 Users - Outlook Web Access (OWA)**

Non-Office 365 users can execute **Email / Calendar / Contacts** through Outlook Web Access (OWA) using a web browser of choice at owa.baltimorecity.gov from personal or city-owned devices.

2. **Office 365 Users – Outlook Web App**

Office 365 users can execute **Email / Calendar / Contacts** and **Edit Files** using a web browser of choice from personal or city owned devices at <https://outlook.com/owa/baltimorecity.gov>

Office 365 users can also edit attachments using Microsoft applications from their web browser.

If your Email has been migrated to the Office 365 platform, go to **page four**.

If your Email has **not** been migrated to the Office 365 platform, or if you are unsure whether your account has been migrated, start on **page two** and you will be automatically routed to the proper option.

Non-Office 365 Users Access City Email Using Outlook Web Access (OWA)

URL – <https://owa.baltimorecity.gov>

1. Navigate your preferred Web Browser to owa.baltimorecity.gov and enter your city account credentials, as shown in the below picture.

Microsoft
Outlook Web App

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer

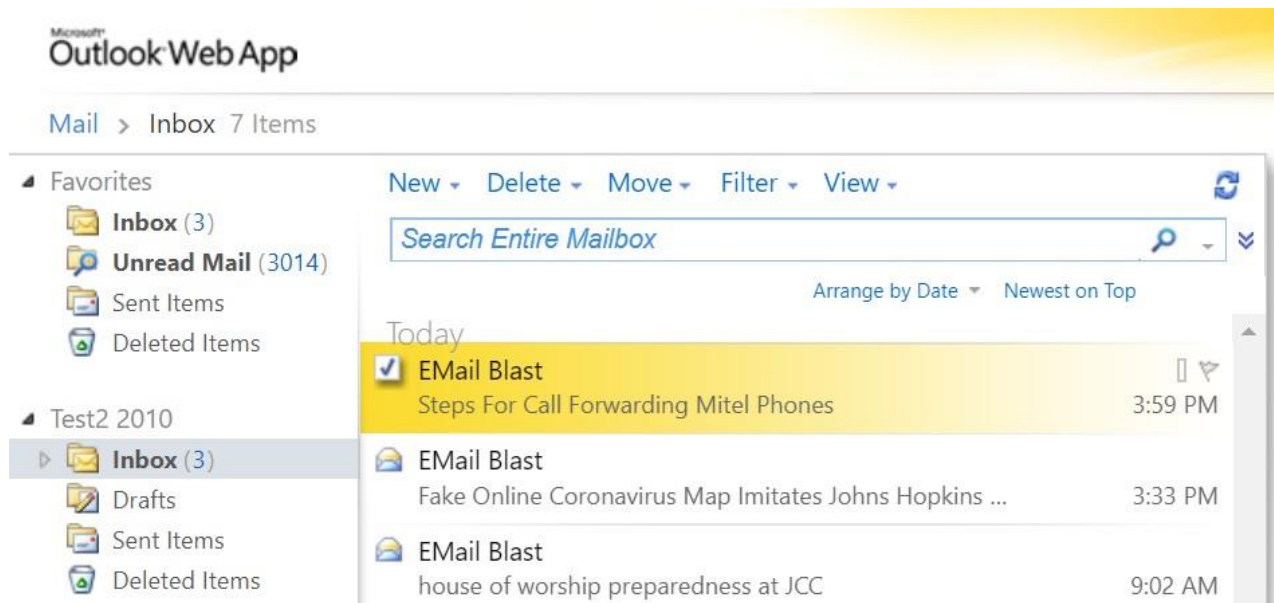
Use the light version of Outlook Web App

User name:

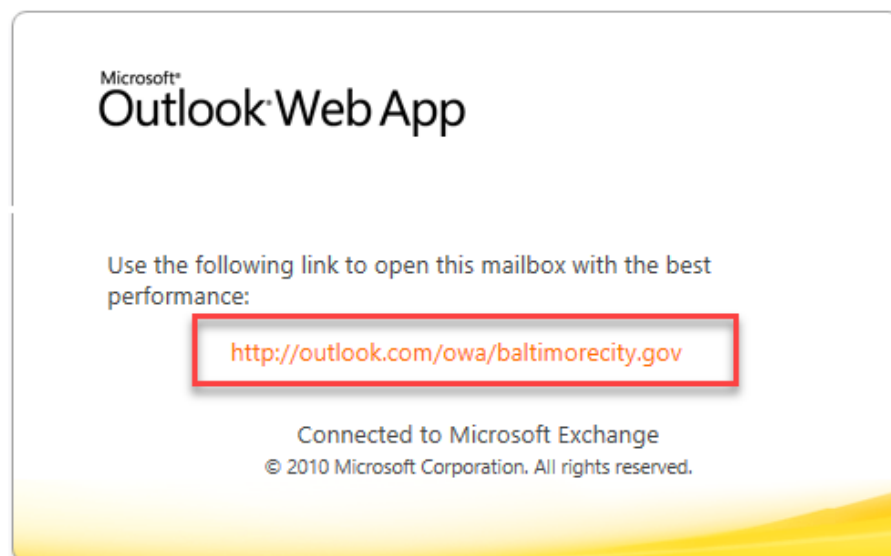
Password:

Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

2. Upon successful authentication, your mailbox will be loaded in the browser. You can access Email, Calendar, and Contacts. If you do not see the below image, proceed to the next step.



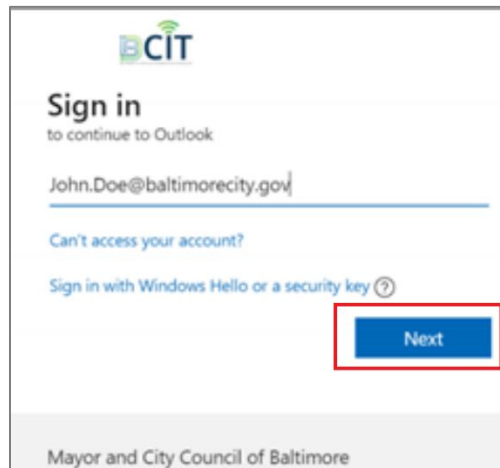
3. If you see below screen, you are an office 365 user, Click on the link <http://outlook.com/owa/baltimorecity.gov> and proceed to the next page.



Office 365 Users Access City Email Using Outlook Web App

URL – <http://outlook.com/owa/baltimorecity.gov>

4. You will be redirected to Office 365 Login Page. Enter your Baltimore City login address and click on "Next".



Sign in
to continue to Outlook

John.Doe@baltimorecity.gov

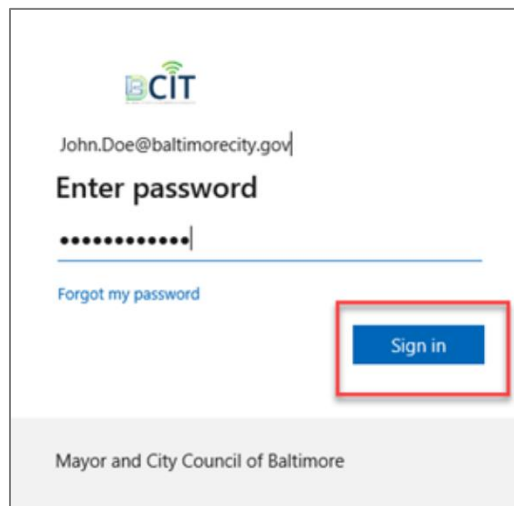
Can't access your account?

Sign in with Windows Hello or a security key ?

Next

Mayor and City Council of Baltimore

5. Enter the password you use to login to your Baltimore City computer and click on 'Sign in.'



Enter password

John.Doe@baltimorecity.gov

.....|

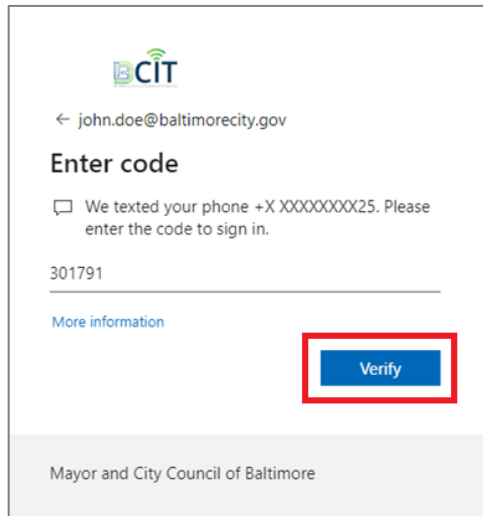
Forgot my password

Sign in

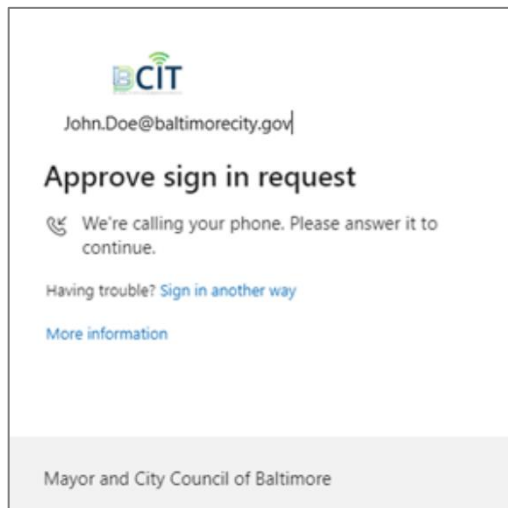
Mayor and City Council of Baltimore

6. Complete the Multi-Factor Verification (MFA) step:

- a. If your MFA verification method is a **Text**, you will receive a text message with a code to the cell phone number you had provided. Enter the code and click on **'Verify.'**

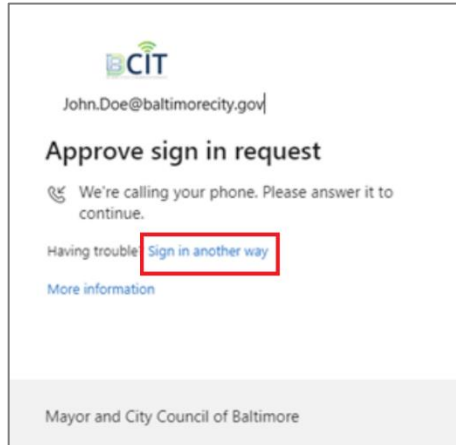


- b. If your MFA verification method is a **Call**, you will receive a call from **+18553308653**, then press the **# key** on your phone to confirm the verification.

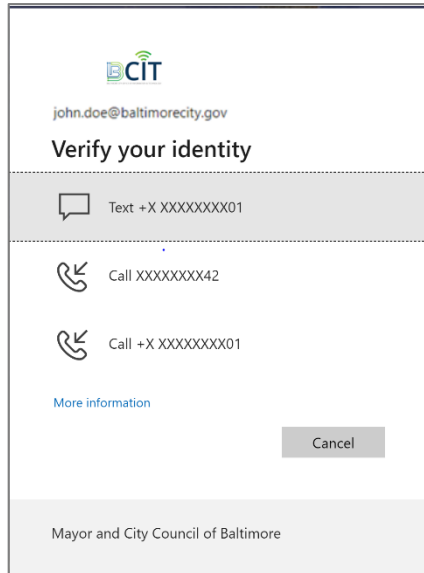


7. Choose an Alternative MFA verification Method.

If your default MFA method is a **call** to your desk phone number, you may have an option to use another verification method. Select the **“Sign in another way”** link on the MFA verification page.



Choose your alternative verification method, and continue with the verification process.

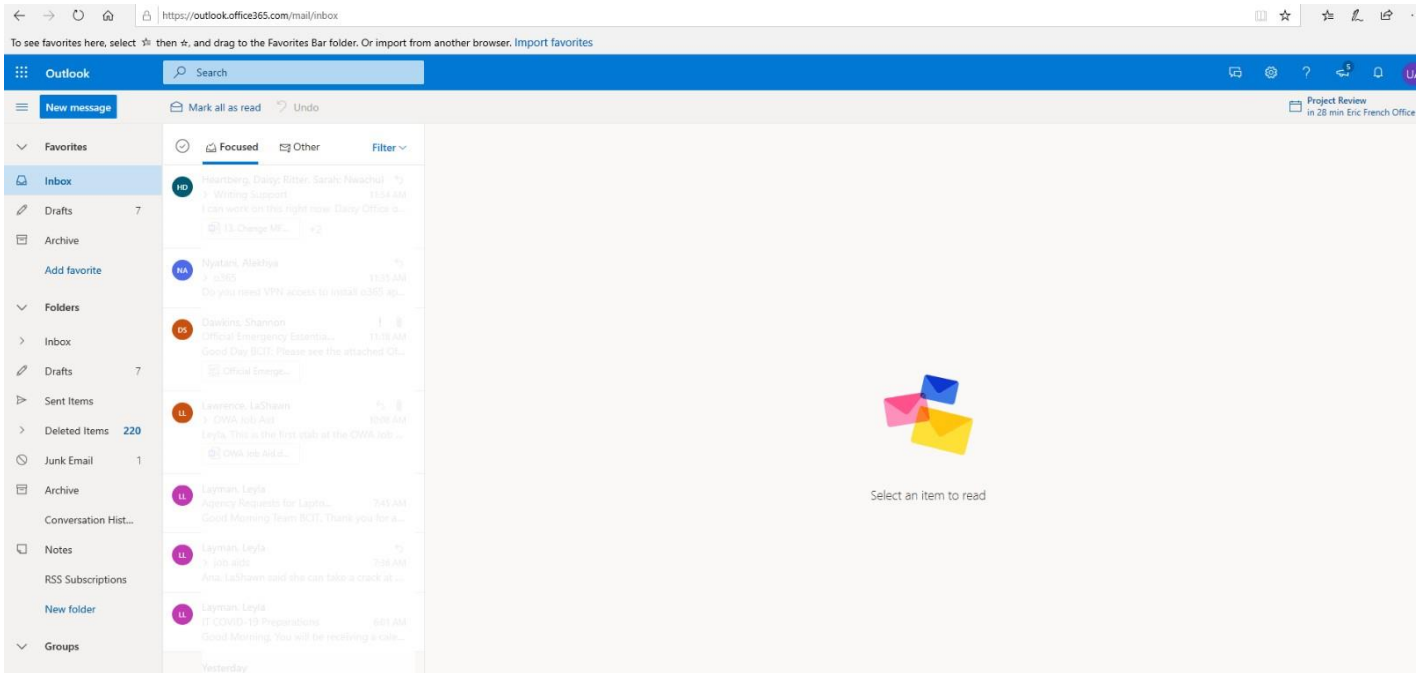


If you **don't** see the **“Sign in another way”** link, it means that you haven't set up any other verification methods.

Please refer to **“MFA Verification”** guide to set up another verification method. It is preferred that your verification method is a **“Call”** to your personal or City issued cell phone number rather than a text.

If you are unable to add another verification method after following the guide, please contact BCIT Service Desk BCIT.ServiceDesk@baltimorecity.gov or call **410-396-6648**.

8. After successful verification, you will be redirected to your inbox.



Additional Resources:

For additional Office 365 related guides, refer to:

<https://bcitguide.baltimorecity.gov/>

For Multi-Factor Authentication Guide refer to:

<https://bcitguide.baltimorecity.gov/Default.aspx?p=10>