

## Change Password at Initial Login

1. To access Outlook Web Access (OWA), you must first log into Propr.
2. After logging into Propr, click on **User Settings** at the top right corner of the home page.
3. Click on the **Email** link that appears.
4. Enter your user name.

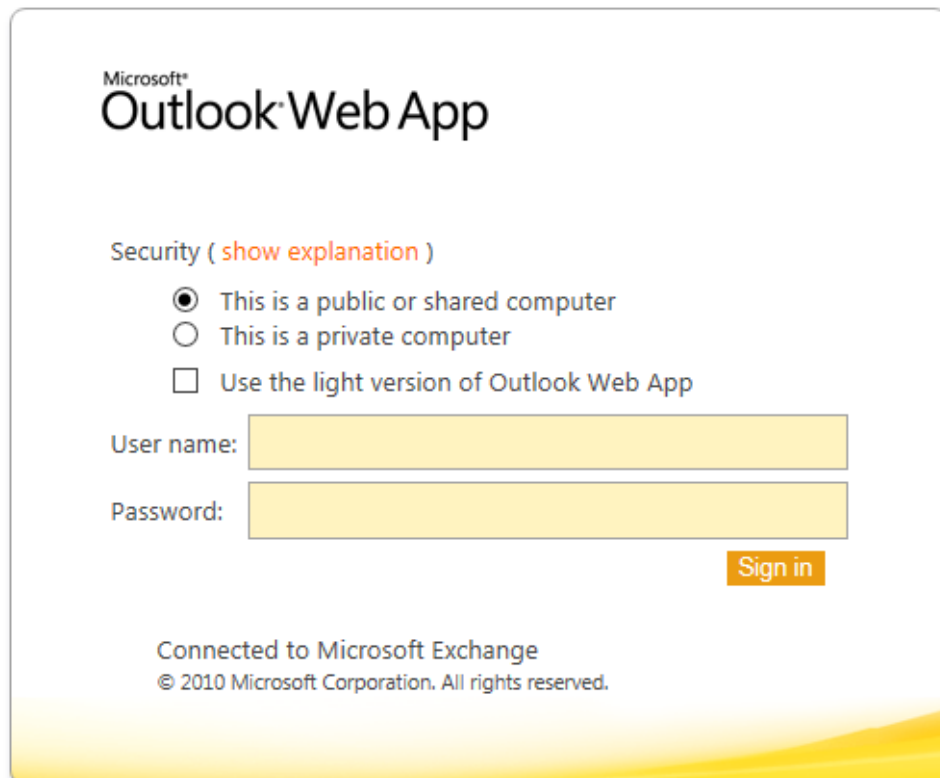
Your user name is always the prefix "CL" followed by your six digit producer number, so enter in **CLxxxxxx**, where xxxxxx is your producer number.

Please note that the user name field is NOT case sensitive. (It is shown here capitalized to distinguish the letters)

5. Enter the initial password.

Your initial password will be your user name, so enter in **CLxxxxxx**, where xxxxxx is your producer number. Please note that the password IS case sensitive.

6. Click on the **Sign in** button.

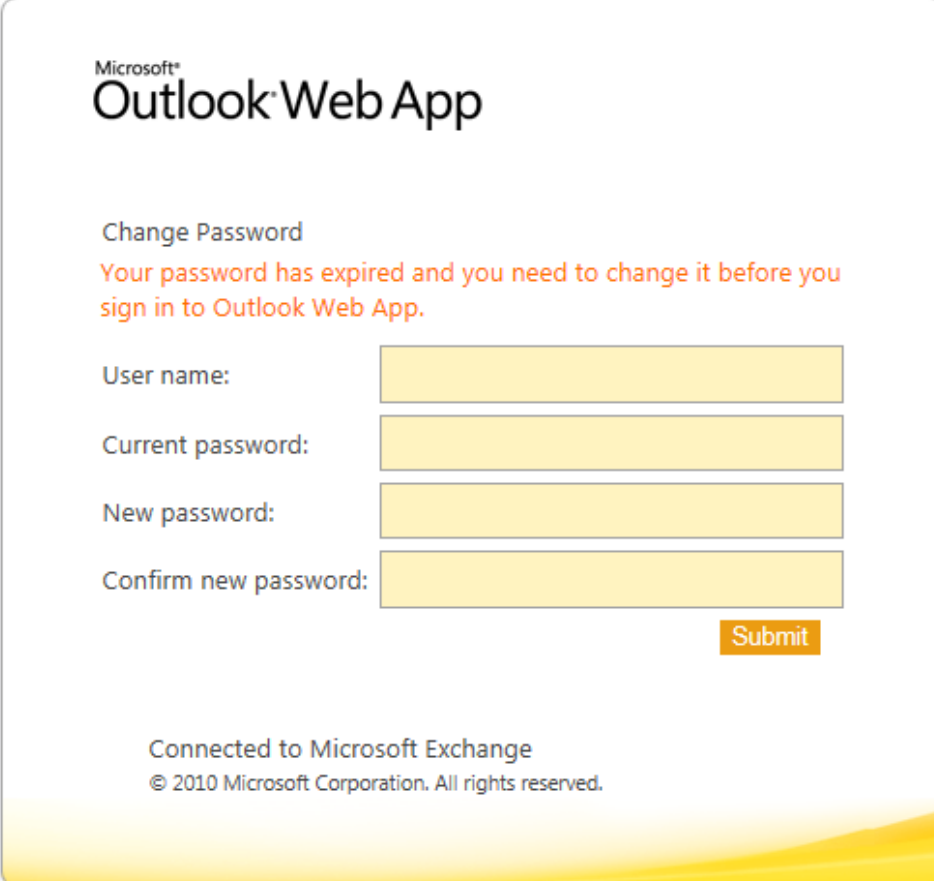


The screenshot shows the Microsoft Outlook Web App login interface. At the top, it says "Microsoft® Outlook Web App". Below this, there is a "Security" section with a link to "show explanation". There are three radio buttons: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App" (unchecked). Below the security options are two text input fields: "User name:" and "Password:". To the right of the "Password:" field is an orange "Sign in" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved." The background is white with a yellow gradient at the bottom.

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## Change Password at Initial Login (continued)

7. Now you will be prompted to change your password.
  - a. **User Name:** Enter in your user name.
  - b. **Current Password:** Enter in your current password, which will be your user name in all upper case letters (**CLxxxxxx**, where xxxxxx is your producer number).
  - c. **New password:** Enter in the new password you wish to use. The new password must be a minimum of eight (8) characters – any combination of numbers, letters (upper and lower case) or special characters (@, #, \$, &, !, ?, etc.). Remember, the password **is case sensitive**.
  - d. **Confirm new password:** Enter in exactly what you entered for new password in the step above. Remember, the password **is case sensitive**.
  - e. Once you completed all the fields, click on the **Submit** button.
  - f. **Make certain you don't forget your new password!**



The screenshot shows the Microsoft Outlook Web App interface for changing a password. At the top, the Microsoft logo is followed by "Outlook Web App". Below this, the heading "Change Password" is displayed. A message in orange text states: "Your password has expired and you need to change it before you sign in to Outlook Web App." There are four input fields with labels to their left: "User name:", "Current password:", "New password:", and "Confirm new password:". Each field is a yellow rectangle. To the right of the "Confirm new password:" field is an orange "Submit" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved." The bottom of the page has a yellow gradient bar.

Microsoft®  
Outlook Web App

Change Password

Your password has expired and you need to change it before you sign in to Outlook Web App.

User name:

Current password:

New password:

Confirm new password:

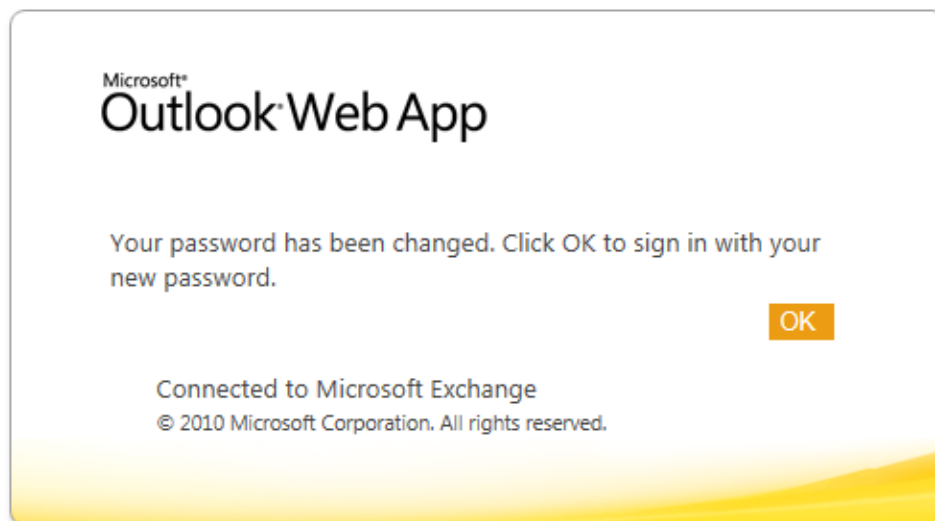
Submit

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

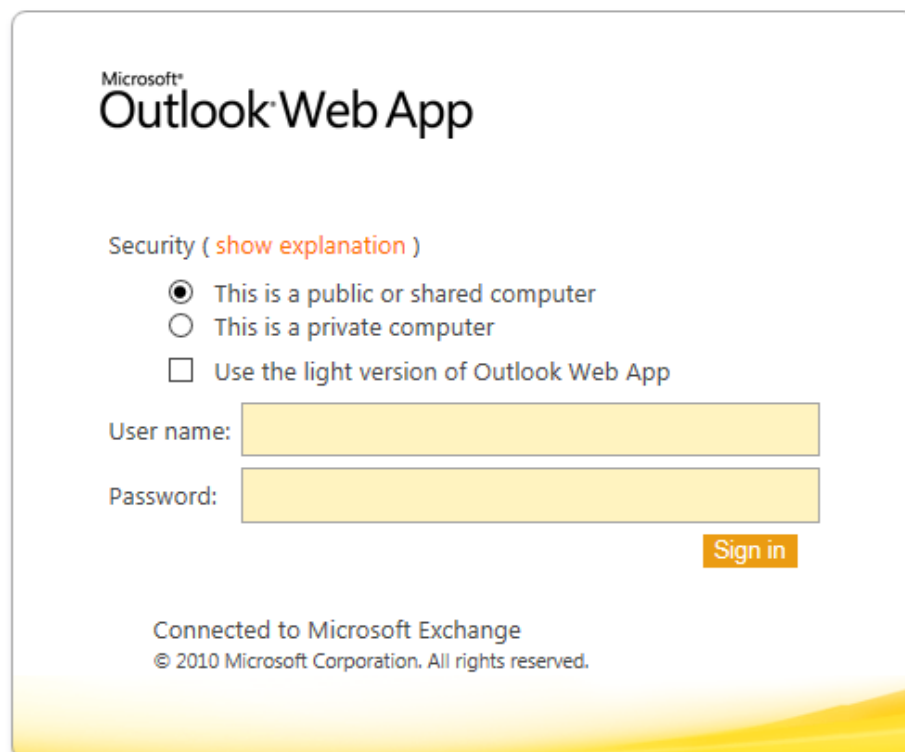
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## Change Password at Initial Login (continued)

8. The message below will appear, letting you know your password has been changed.
9. Click the **OK** button.



10. This will return you to the main OWA login screen.
11. At the OWA login screen enter your user name as **CLxxxxxxx**, where xxxxxx is your producer number), and your **new password** (case sensitive).
12. Click the **Sign in** button.

A screenshot of the Microsoft Outlook Web App login screen. The title bar says "Microsoft® Outlook® Web App". Below the title, there is a "Security ( show explanation )" section with three radio buttons: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App". Below the security section are two input fields: "User name:" and "Password:". To the right of the password field is an orange button labeled "Sign in". At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved." The background is white with a yellow gradient at the bottom.