

# OTI Operations Tools Guide

## OTI eRoom and WebMail Guide

### Procedures

#### *OTI Webmail Email Address and eRoom Account*

Your OTI Webmail Email address is your [username@oti.gov](mailto:username@oti.gov). Your username is usually the first initial of your first name + your last name. Ex: John Smith would be listed as jsmith. This may vary slightly if that username is already in use. This is also your eRooms username. The account is the same for WebMail and eRooms.

#### *Getting Started using your account*

The first thing you will need to do upon receiving your account is change your password in WebMail. Once you change your password in WebMail, you can then use the same password for accessing eRooms.

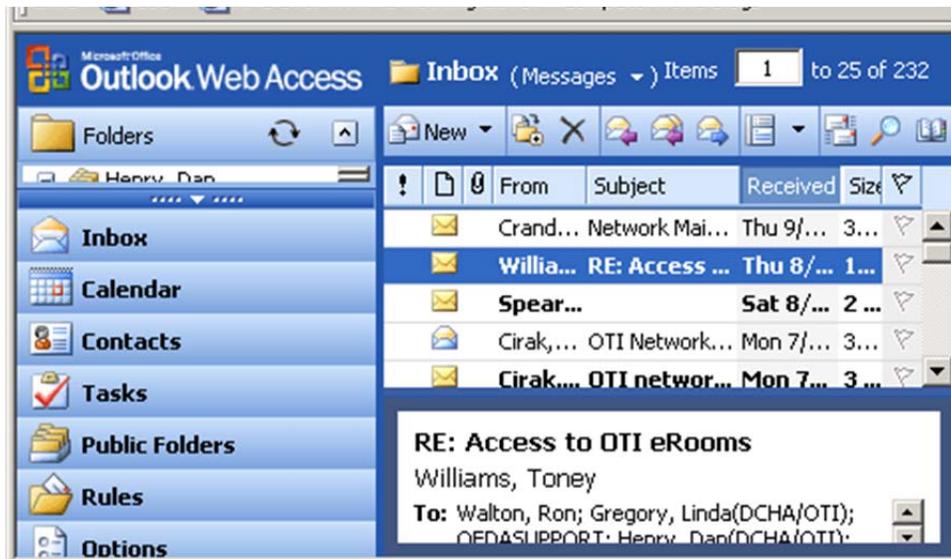
**NOTE:** Partner staff have a Local eRoom account, and do not have an OTI.GOV account. They should not follow these directions as they can log directly into <http://eroom.oti.gov> and change their password there.

#### *Creating Your Password*

1. Enter **<http://webmail.oti.gov>** into a web browser -- please use **Internet Explorer** or Firefox, as other browsers (Google Chrome, Safari) may not be officially supported).
  - a. The Webmail login page appears
2. In the “ofda\oti\lac\username:” text box, enter **oti\username**.
  - a. Ex: John Smith would enter oti\jsmith here



- b. You will be prompted to change your password
3. You will see “oti\username” in the Account field – if it is not there, type it.
4. Enter the default password in the “Old Password” text box
  - a. If you don’t know the default password, you can obtain it by contacting OFDA Support - see end of document for contact information.
5. Enter your new, unique password in the “New Password” text box
  - a. See the next section for password rules/hints
6. Enter your new, unique password in the “Confirm New Password” text box
7. You will be logged into WebMail and should see an interface similar to Microsoft Outlook



### *Choosing your password*

The OTI.GOV password requirements are as follows (as stated by M/IRM/TSI):

1. Passwords must be at least (8) characters in length.
2. Passwords must contain characters from at least three (3) of the four (4) character types:
  - a. Uppercase (ABCDEFGHIJKLMNOPQRSTUVWXYZ),
  - b. Lowercase (abcdefghijklmnopqrstuvwxyz),
  - c. Symbols\* (.,/ ~<?;':"[]{}|!@#\$%^&\*()-=\_+) and,

- d. Numbers (0123456789).
3. Passwords must not begin or end with a Number or Symbol
4. Passwords must not contain any portion of your full user name.
5. Passwords must not contain any English/Spanish/French language words of four (4) characters or more.

If you are having trouble picking a password that satisfies all of these rules, try:

### *INITIALS (DOB) initials*

By this, use a family/friend/enemy's initials and their date of birth (not yours!) to create a password. If I used my friend John Noname Doe who was born on January 1, 1970, I would have the password: **JND1/1/1970jnd**

Easy to remember but satisfies all the rules. Be careful of using initials with vowels as they might spell a word!

### *Accessing Webmail*

<http://webmail.oti.gov> (OTI Webmail) is the remote email access for OTI. Webmail allows you to check your email from anywhere, all you need is an Internet connection. To access Webmail:

1. Enter **http://webmail.oti.gov** into a web browser (e.g. Internet Explorer).
  - a. The Webmail login page appears
2. In the "ofda\oti\lac\username:" text box, enter **oti\username**.
  - b. Ex: John Smith would enter OTI\jsmith here
3. In the "password:" text box enter your OTI.GOV password.
4. You are now logged into Webmail!

### *Forwarding Mail*

You can forward your USAID.GOV email to your OTI.GOV account. This will probably be the method of choice for most of you as it essentially grants you remote access to your USAID.GOV account anywhere you have an Internet connection. It is important to note that while OFDA Support is available to handle nearly all your technical problems and requests, it is CIO who is responsible for forwarding your email from one account to another.

1. Email CIO at [CIO-HELPDESK@usaid.gov](mailto:CIO-HELPDESK@usaid.gov) OR call CIO at 2-1234.
2. Tell them you would like your USAID.GOV email account forward to your OTI.GOV email account.
3. Tell them you **also** want to keep a copy of all emails in your USAID.GOV mailbox.

**NOTE:** If you do not tell them you want a copy in both mailboxes, it is possible your email will be forwarded to your OTI.GOV mailbox with no copy in your USAID.GOV mailbox, leaving your USAID.GOV mailbox empty.

### *Accessing eRooms*

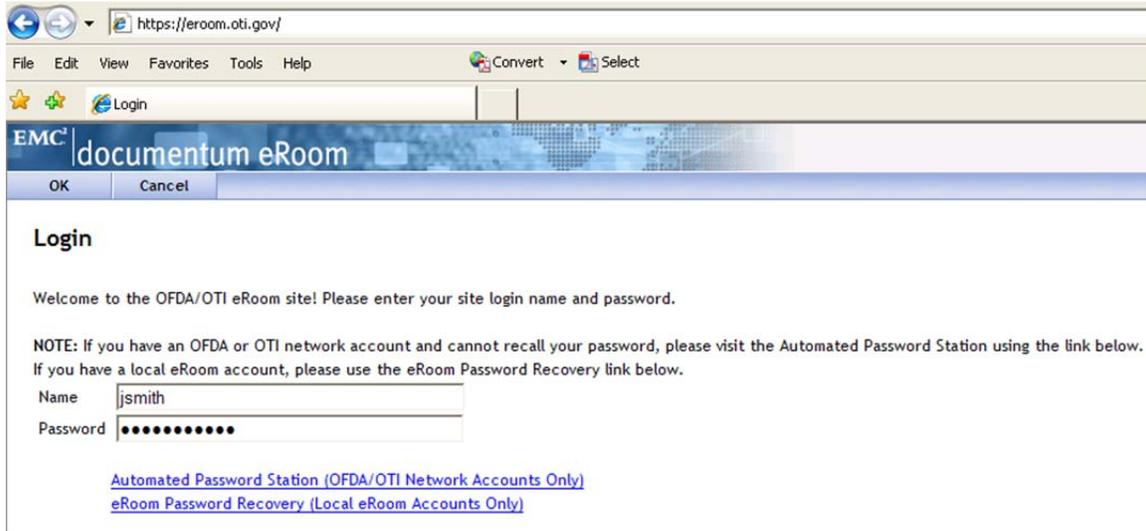
eRoom is a “Web-based collaborative workspace that enables distributed teams to work together more efficiently.” We use it for collaborating on documents, storing documents, managing documents, team calendars, team project databases and much more. It can be accessed anywhere you have access to the Internet.

NOTE: When your account is first created, there will be a lag of a day or so before OTI can then grant you access to the appropriate areas of eRooms. After your first login, contact your OTI Sponsor (usually the OTI/W Program Manager) to ask them to ensure your account has been added to the appropriate eRoom. To access eRoom:

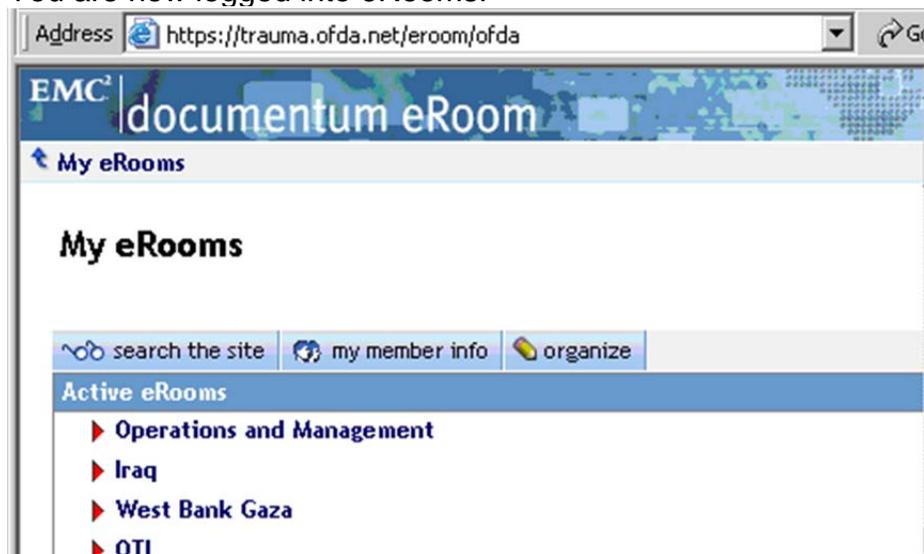
1. Open your web browser - use [Internet Explorer](#) or Mozilla Firefox)
2. Enter <https://erom.oti.gov/> in the Address Bar.
  - a. If you get a Security Warning, click **Yes**



b. The eRoom login page appears



3. In the "Name" text box, enter your OTI username.
  - a. Ex: John Smith jsmith here
4. In the "Password:" text box enter your OTI.GOV password.
  - a. You are now logged into eRooms!



### *Contact Technical Support*

If you ever have access problems or other technical problems please contact IT Support - see end of document for contact information.

## USAID.GOV vs OTI.GOV Email – What’s the Difference?

### **OTI Webmail vs SBC Token Email Access**

OTI Webmail is a new email service that OTI has asked OFDA/Darlington to create to allow OTI Staff (partners will not have OTI Webmail accounts) to have an email account that you can access from **any web browser** on any Internet connected PC with **no special token or software** – just like Yahoo / GMail / Hotmail.

If you’ve ever been part of an OFDA DART, then you’ve used the system – it’s how they give out their OFDA.GOV email addresses.

In most cases, you will be able to use your SBC Token to get to your USAID.GOV Email account – this should be your first choice.

### **You can forward your USAID.GOV email to OTI Webmail**

Your OTI Webmail is a **separate email account** from your USAID.GOV account but unlike Yahoo / GMail / Hotmail, you are **permitted to forward your USAID.GOV** email to it. OTI Webmail is for you to use when SBC Token access is not possible or is unfeasible.

If you chose to use OTI Webmail for forwarding your USAID.GOV email, you need to make arrangements through CIO-HELPDESK to forward your email beforehand (see below).

### **OTI Webmail login account = eRoom login account**

The OTI Webmail login account and your eRoom account are one and the same. The login and password for both will always be the same.

**NOTE:** OTI partners, since they are not USAID staff, do not have OTI Webmail accounts.

## SUPPORT

*Help Desk Contacts:* Please use the appropriate number when calling OFDA Support for eRooms and WebMail questions.

6:30am – 6:30pm M-F EST:	202.712.5646
Nights/Weekends EST:	202.661.9310
<b>CALLING DURING NIGHTS/WEEKENDS EST:</b> When calling after-hours (especially the middle of the night EST), please know that you are calling someone that is on-call (i.e. probably asleep), not someone sitting at a desk. Do <u>not hesitate</u> to call if you need help at that moment, but if it can wait, consider calling during normal daylight hours EST.	