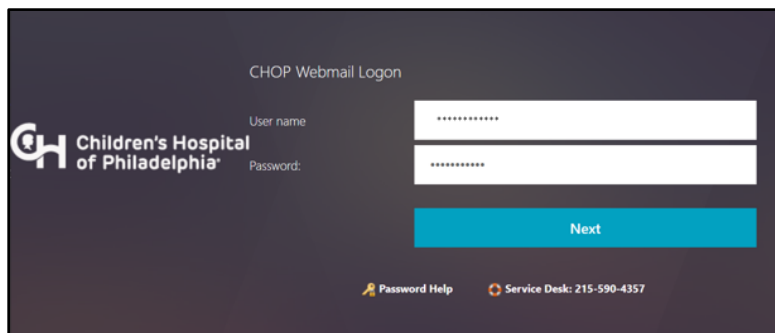


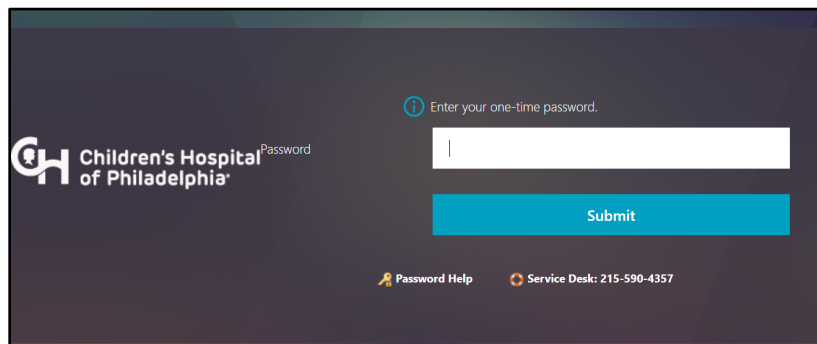
CHOP Webmail is secured with two-factor authentication (2FA). Two-factor authentication requires a user to log-in with a username and password, and an additional token code. The following process is for users who use a web browser on an external network to access their CHOP email (ex. Safari, Chrome, etc.). This includes when you access webmail at home, on your cell phone or even via the CHOP guest network.

### Webmail/OWA Access via Web Browser Process

- Open a web browser and go to: <https://email.chop.edu>
- Enter your CHOP Webmail Logon information – **User name** (Network ID, not e-mail) and **Password** and click **Next**



- Enter your token code. Users fall into one of these three categories:
  1. **One-time password users:** You will receive a One-Time Password (OTP) via an SMS text message to your cell phone or an e-mail to your personal e-mail, depending on whichever one you selected in [ISHelp](#) as your default method of communication. Your personal e-mail and mobile number displayed in [ISHelp](#) are stored and updated in Lawson/CHOPone. Each time you log into webmail you will receive a new code to enter. These token codes have a lifespan of 3 minutes, so you must enter it within that time and click **Submit** or you will need close your browser window and start over.
  2. **Soft token users:** You must use the app to get a token to enter here. You are not eligible to receive an SMS text message nor an e-mail to your personal address. Tokens are only valid for 30 seconds.
  3. **Hard token users:** You must use your device to log into webmail.



- Once you've entered the token code and clicked **Submit**, access your email as normal.