

Resetting Passwords

Last Modified on 08/23/2022 9:30 am EDT

Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail O365

Version: ■ 4.94 ■ 4.97 ■ 5.0+

If you are a **PoliteMail Admin** and using **Password Authentication** as a login method, you have the ability to assign password resets to users. If you are a User or Manager, please contact your Administrator for further assistance.

If you use **Single Sign-On** as a login method, your organization's IT department will need to reset your password.

1. **POLITEMAIL > Account (Settings in [Version 4.9x](#)) > Users**
2. Select the user who needs a password reset. This will open the Edit User dialog window.
 - o **Version 4.9x:** Double-click the user that needs a reset, find the Password field and click 'Reset'.
3. Click on **Reset Password**. A new password will be generated. You can either send the new password directly to the user, or choose one of the options under Send Setup Email to send the password with the software download link if needed.
4. Click **Save** when finished.

An email will be generated from your Outlook with the new password to the user.

The user will then need to copy the password from the email. Have them navigate to **Outlook > POLITEMAIL > Server Connection** and **Paste** the password into the Password field. Double check to make sure the **Send Email Via** is set to PoliteMail.

Edit User ×

First Name

Last Name

Email

Phone

Require Password Reset

User Type

Business

Region

Send Setup Email

Active