

How do I do a password reset for users?

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Applies To: PoliteMail Desktop PoliteMail Online PoliteMail M365

Version: 4.9 5.0 5.1+

Password Resets

This feature is for Admins only, and does not apply to SSO instances of PoliteMail. SSO users will need to contact their Administrator.

1. Go to **Outlook > PoliteMail > Settings > Users.**
 2. Click on the user you are looking to update the password for. You will click on the button next to password that says "Reset."
 3. Once you have saved this you can provide the new password for her and have her try logging in again.
- It's recommended to select 'Yes - HTML Format with Download Link' from the 'Send Setup Email' drop down so the user is notified.

Edit User

First Name
John

Last Name
User

Email
john.user@politemail.com

Phone

Reset Password

Require Password Reset
True

User Type
User

Business
Unassigned

Region
Unassigned

Send Setup Email
Yes - HTML Format With Downloa...

Save Cancel