

# How Do I Reset My Password?

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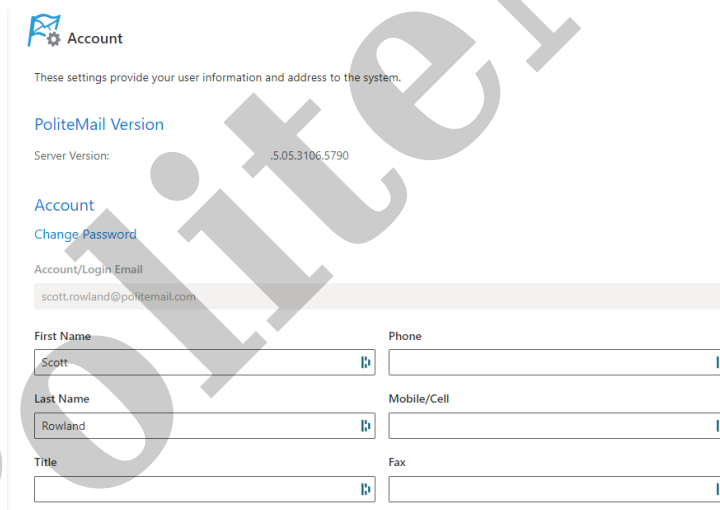
Applies To:  PoliteMail Desktop  PoliteMail Online  PoliteMail M365

Version:  4.9  5.0  5.1+

## Changing Your PoliteMail Password

The method only applies if you are using Password Authentication as your method of sign-in. If you are using Single Sign-On methods, you will need to contact your IT Administrator for a new password.

A user can change their password at any time. Go to **PoliteMail > Account > Account**. (In **PoliteMail v4.9x**, go to **PoliteMail > Settings > My Profile**.)




The screenshot shows the 'Account' settings page in PoliteMail. At the top, there is a gear icon and the word 'Account'. Below this, a message states: 'These settings provide your user information and address to the system.' Under the heading 'PoliteMail Version', the 'Server Version' is listed as '.505.3106.5790'. The 'Account' section is expanded, showing a 'Change Password' link. Below this, the 'Account/Login Email' is displayed as 'scott.rowland@politemail.com'. There are several input fields for user information: 'First Name' (containing 'Scott'), 'Last Name' (containing 'Rowland'), 'Title', 'Phone', 'Mobile/Cell', and 'Fax'. Each input field has a small icon on the right side.

Click the Change Password link.

Next, you'll need to enter your current password. For your new password, the requirements are:

- At least 12 characters
- At least one uppercase letter and one lowercase letter
- At least one number
- At least one special character

Confirm the new password in the next box, and select **Update/Change**.

 Account > Change Password

Change the password you use to access PoliteMail server.

Current Password

New Password

Confirm New Password

The Server Settings dialogue box will pop up. Select **OK**, and you will be asked to sign in again with your new password.

PoliteMail