How do I update my password?

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Version: 4.9 5.0 5.1+

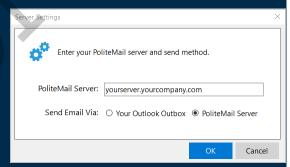


Did you forget your PoliteMail password? Then this article is NOT for you! First, you will need to contact your PoliteMail Administrator for a password reset.

If an Admin has reset your password, follow these steps to update it on your local device:

First, Log Into PoliteMail

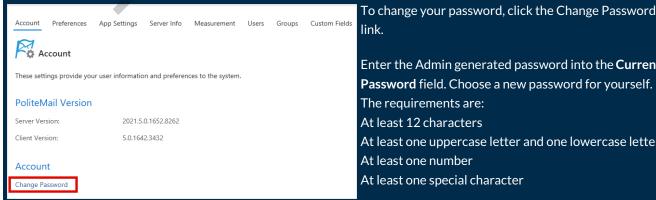
- 1. Copy the password that has been sent to you by the Admin. The Admin may also send you a password with the PoliteMail software download link. This email will be called "Your PoliteMail Account is Ready" and you can copy and paste the server and password from it.
- 2. Navigate to Outlook > POLITEMAIL > Server Connection. If blank, enter the server name from the email that was sent to you. Click **OK**.
- 3. Next, you'll be asked to sign-in with your user name. Click Next, and then enter the password the Admin user has given you. Click Sign-in.



You will see a brief loading page, and then you will be brought to the

Account page (My Profile in Version 4.9x). If you see the Account/My Profile page, you have successfully logged in to PoliteMail.

Second, Change Your Password



To change your password, click the Change Password

Enter the Admin generated password into the **Current**

At least one uppercase letter and one lowercase letter

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

The Server Settings dialogue box will pop up, or navigate back to **Server Connection**. Sign in with your new password.

