How do I update my password?

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Applies To: New PoliteMail Legacy PoliteMail

Version: 4.9+ 5.0+

Password authentication is being phased out in favor of Single Sign On (SSO), and so is no longer recommended.

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.

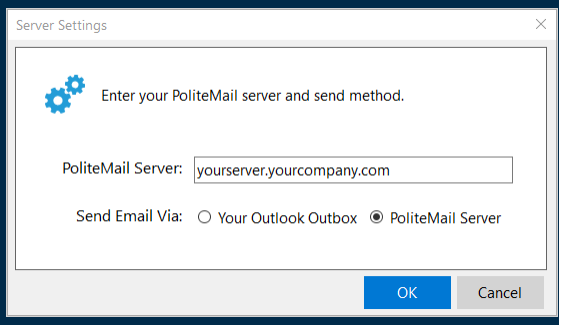
If an Admin has reset your password, follow these steps to update it on your local device:

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.

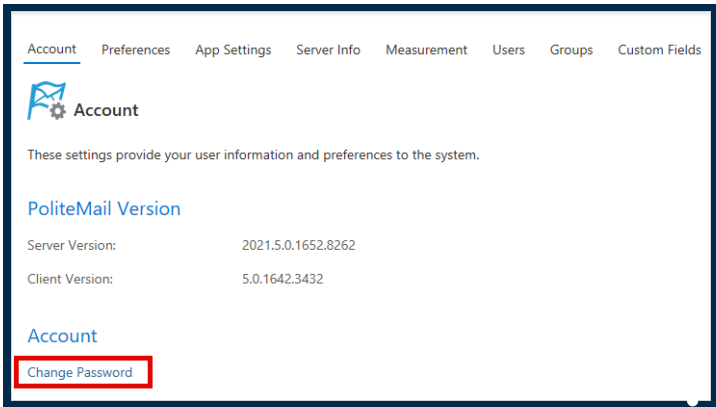
2. Navigate to **Outlook** > **POLITEMAIL**> **Server Connection.** If blank, enter the server name from the email that was sent to you. Click **OK.**

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 link.

Enter the Admin generated password into the **Current Password** field. Choose a new password for yourself. 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**.

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

PoliteMail