# How To Change an Email Password

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## Change your password

### **Login to Outlook Web Access**

- Open a web browser and navigate to <a href="http://mail.rsd7.net/">http://mail.rsd7.net/</a>
- Login to the site using your email address as your User ID

#### If your password has expired

If your password has already expired you will be prompted to update your password immediately after logging in as shown below.

Update pass	word	
You must update your pas	sword because this is the first time that you've signed in or y	our password has expired
		* Required
User ID:	ssample@rsd7.net	
Old password:		
* New password:		
	We recommend at least 8 characters. A mix of letters, numb	ers, and symbols is best.
	Password strength	
* Confirm new password:		
	Save	

- Enter your old and new passwords in the appropriate fields
- Click *Save* to continue

#### If your password has not expired

Follow the instructions in this section only if you would like to preemptively change your password.

If your password has not yet expired you will not be prompted to change it after logging in to Outlook Web Access. To change your password after logging into the Outlook Web Access:

- Click on Options -> See all options in the top right hand corner of the web page
- Click Change your password
- Enter your old and new passwords in the appropriate fields
- Click *Save* to continue

# Update saved credentials in Outlook

After changing your password in Outlook Web Access, you will need to update your password all of your mail clients. This process will need to be done on every PC, Mac, or phone that you use for email. Failure to do so will result in an account lockout due to too many failed login attempts.

**Note:** Prompts and dialogues may appear slightly different between versions of Outlook, however the process should be very similar.

## Update the Password in Outlook for Windows

- If your Outlook client is already open, close it
- Launch Outlook
- You should be prompted for a password as shown below



- Enter your new password
- Check the box next to Remember my password
- Click OK

## Update the Password in Outlook for Mac

- If your Outlook client is already open, close it by holding the Ctrl key and clicking on the Outlook icon in the dock and clicking *Quit*
- Launch Outlook
- You should receive an error asking if you would like to re-enter your password as seen below

000	Inbox • Rsd7
🔁 🖄 🖂 🚍	Search This Folder
Home Organize	Tools
E-mail New Delete	Image: Reply All Forward       Image: Reply Al
🖄 Inbox	Arrange By: Conversations   Newest on Top   RSD7 Help Desk we
Drafts	▼ 3 WEEKS AGO   RSD7 Help Desk
Sent Items	RSD7 Help Desk welcome email 10/17/12 RSD7 Help Desk () Sent: Wednesday, October 17, 2
🙀 Deleted Items	Sarah Sample Test acc
RSS Feeds	A
Sync Issues	Mail could not be received at this time.
o Junk E-Mail	The server for account "Rsd7" returned the error email
SMART FOLDERS	"Logon failure: unknown user name or bad password." Your username/password or security settings may be incorrect. Would you like to try re-
	entering your password?
	No Yes esk. Please follow the link
•	o choose a password, and w
Mail	will log you in right away.
Calendar	https://rsd7.zendesk.com/verificati
Contacts	This email is a service from
Tasks	RSD7 Help Desk
🦲 Notes	
	1 item 1 unread Last synced at 11/8/12 10:35 AM. Connecting to "Rsd7"

- Click Yes
- You will be prompted for a password as shown below

Account Information		
0	Enter your account information for "Rsd7"	
User name:	ssample@rsd7.net	
Password:		
	Remember this password in my keychain	
	Cancel OK	

- Enter your new password
- Check the box next to Remember this password in my keychain
- Click OK