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 http://mail.rsd7.net/
- 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 your | password has expired |
| | | * Required |
| User ID: | ssample@rsd7.net | |
| Old password: | | |
| * New password: | | |
| | We recommend at least 8 characters. A mix of letters, numbers, | 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: Second |
| 🖄 Inbox | Arrange By: Conversations Newest on Top RSD7 Help Desk we |
| Drafts | RSD7 Help Desk |
| Sent Items | RSD7 Help Desk welcome email 10/17/12 RSD7 Help Desk (V) Sent: Wednesday, October 17, 2 |
| 🐼 Deleted Items | Sarah Sample Test acc |
| RSS Feeds | A |
| Sync Issues | Mail could not be received at this time. |
| a lunk E-Mail | The server for account "Rsd7" returned the error email |
| June 2 man | "Logon failure: unknown user name or bad password." Your username/password or security |
| SMART FOLDERS | settings may be incorrect. Would you like to try re- |
| | entering your password? |
| | No Yes ask. 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 small is a consist 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