

Change your mailbox password

Your mailbox password is the one you use when you log in to the Webmail or e-mail client, such as Apple Mail, Outlook, or the mail app on your phone.

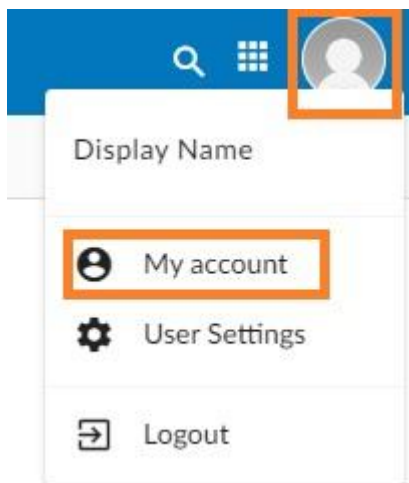
If you have set up the e-mail address on other devices, once you update the e-mail password, you should update the settings of all your e-mail clients to use this new password for IMAP and SMTP logins.

Your password must contain at least 8 characters, and at least one UPPERCASE letter, one lowercase, one number, and one special character (.,/!@#\$%^&*, etc.)

1. Change your mailbox password from the Webmail

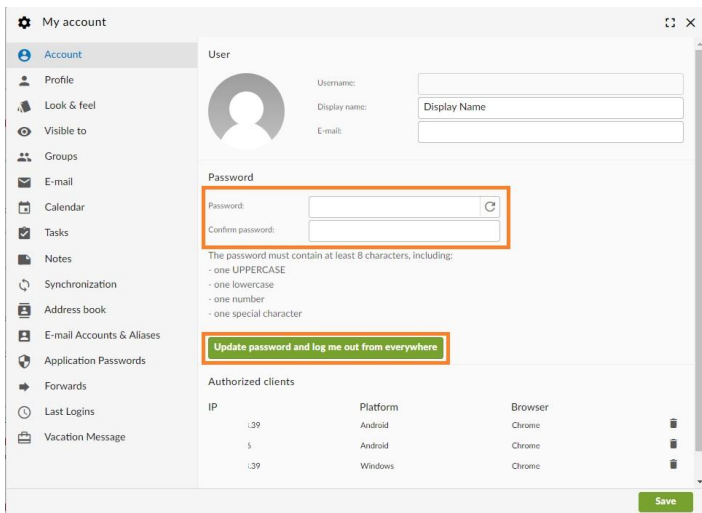
To change the password for your e-mail address, log in to the **GroupOffice Webmail** using your current password:

- Log into the **Webmail** using your full **e-mail address** and your **current e-mail password**
- Click on the **User** icon from the top right to activate the menu. Then click on **My account**



- In the **Account** tab, in the **Password** section, you can fill in the new password.
- Fill in and confirm the new password. Please note the password must meet all the requirements.
- You can also generate a strong password by clicking on the **Refresh arrow** icon at the right of the **Password** field.
- Click on the **Update password and log me out from everywhere** button. This will log you out of every device or email client.

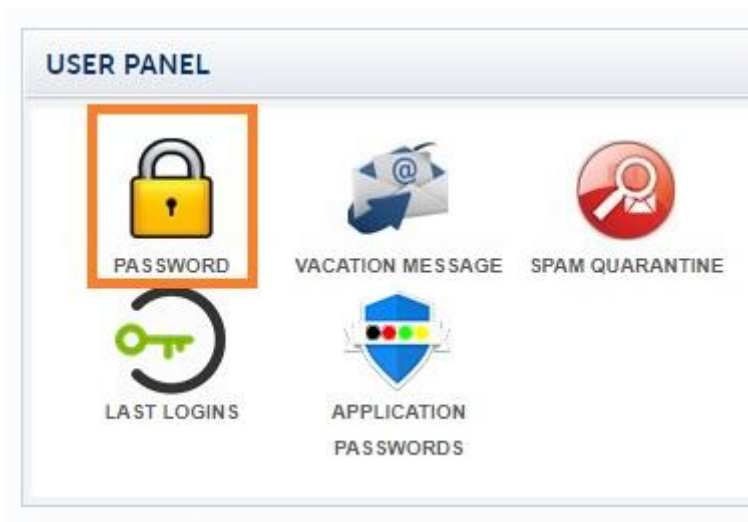
- Your password was updated, and you can now use it to log back in.



2. Change your mailbox password from the User Panel

To change your password for your e-mail address:

- Go to the [User Panel](#)
- Log in using your **full e-mail address** (user@domain.com) and your current e-mail **password**.
- Click on the **Password** icon from the menu
- Enter your new password, confirm it and click on the **Change** button



Password
 New Password
 Confirm Password
 CHANGE

3. Change the mailbox password from the Admin Panel

If you have administration permissions, you can update the password of a mailbox without knowing the current one.

To update the password:

- Go to the [Admin Panel](#)
- Log in using your **Admin username** and **password**
- Go to the **Users** tab from the menu
- From the **Select Domain** dropdown, select the desired domain name
- Click on the **Edit (pencil)** icon to update the desired mailbox

Users

New Delete Export Results

Select Domain
mynewdomain.com Search

Users in red are either disabled or they have restricted login hours

Username	Domain	Type	Last Login	Quota & Usage	Action
anne	mynewdomain.com	Basic	Never	24GB free of 24GB	[Edit] [Delete] [Copy] [Mail]
deedee	mynewdomain.com	Enhanced	Never	2GB free of 2GB	[Edit] [Delete] [Copy] [Mail]
john	mynewdomain.com	Basic	01-12-2021 00:02:31	0.99GB free of 1GB	[Edit] [Delete] [Copy] [Mail]
u1	mynewdomain.com	Basic	Never	1GB free of 1GB	[Edit] [Delete] [Copy] [Mail]

- In the new pop-up window, you can fill in the new **Password** for the e-mail address.
- You can also use the **New** button to generate a complex password and copy it to clipboard using the **Copy** button.
- Click on the **Update User** button to save the changes.

Account Type

Basic Account

Password

New Cancel Copy

Password

Name of User

John

Quota(GB)

1

More Options

Cancel

Update User

Revision #3

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