

# 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.

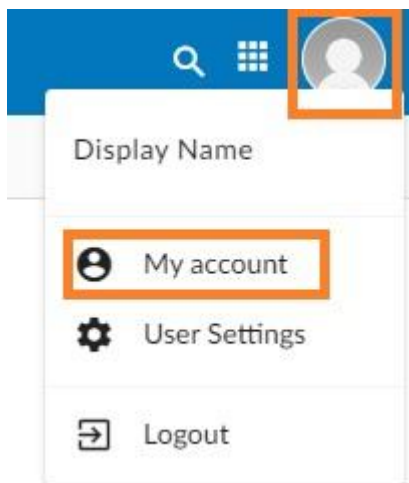
If you have set up the e-mail address on other devices, once you update the e-mail password, you should update the settings of all your e-mail clients to use this new password for IMAP and SMTP logins.

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.

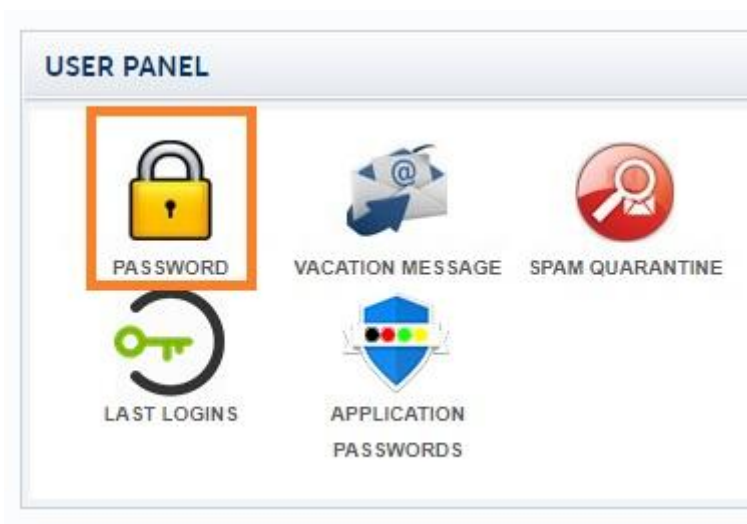
- Your password was updated, and you can now use it to log back in.

The screenshot shows the 'My account' window with a sidebar on the left containing links like Account, Profile, Look & feel, Visible to, Groups, E-mail, Calendar, Tasks, Notes, Synchronization, Address book, E-mail Accounts & Aliases, Application Passwords, Forwards, Last Logins, and Vacation Message. The main area is titled 'User' and contains fields for Username, Display name, and E-mail. Below these is the 'Password' section, which includes a 'Password' field, a 'Confirm password' field, and a 'Change' button. A red box highlights the 'Password' and 'Confirm password' fields. Below the fields, a message states: 'The password must contain at least 8 characters, including: - one UPPERCASE - one lowercase - one number - one special character'. A green button labeled 'Update password and log me out from everywhere.' is highlighted with a red box. At the bottom, there is a table of 'Authorized clients' with columns for IP, Platform, and Browser. The table lists three clients: IP 139, Platform Android, Browser Chrome; IP 5, Platform Android, Browser Chrome; and IP 139, Platform Windows, Browser Chrome. A 'Save' button is at the bottom right.

## 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



A screenshot of a web form titled "Password" with a close button (X) in the top right corner. The form contains two input fields: "New Password" and "Confirm Password". Below these fields is a blue button labeled "CHANGE".

Password

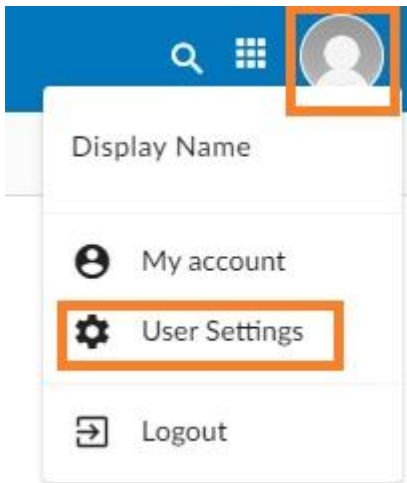
New Password

Confirm Password

**CHANGE**

You can also access the control panel directly from within Webmail:

- From the Group Office Webmail , click on the **User** icon to show the menu, and then go to **User Settings**. You will be automatically logged into your User Panel.



### 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

<input type="checkbox"/>	Username	Domain	Type	Last Login	Quota & Usage	Action
<input type="checkbox"/>	anne	mynewdomain.com	Basic	Never	24GB free of 24GB	
<input type="checkbox"/>	deedee	mynewdomain.com	Enhanced	Never	2GB free of 2GB	
<input type="checkbox"/>	john	mynewdomain.com	Basic	01-12-2021 00:02:31	0.99GB free of 1GB	
<input type="checkbox"/>	u1	mynewdomain.com	Basic	Never	1GB free of 1GB	

- 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.

Update john@mynewdomain.com

Account Type: Basic Account

Password: **New** Cancel **Copy** Password

Name of User: John

Quota(GB): 1

More Options

Cancel **Update User**

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