
How to change your email password

User Guide

Introduction

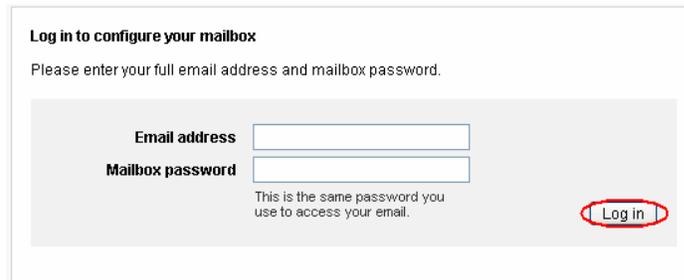
We are implementing a password change policy across our email platform. Once your mailbox password has been updated you will need to change the password in your email software. The process is quick and easy, and this guide will take you through each step.

There are two main sections to this article, the first section will show how to change your mailbox password online, the second will show you how to connect to the mailbox with these new details.

Changing your mailbox password online

During this period we have made a control panel available online for your use.

- Step 1.** In your internet browser, go to mcp.livemail.co.uk. This is where you can login to your *Mailbox Control Panel*.



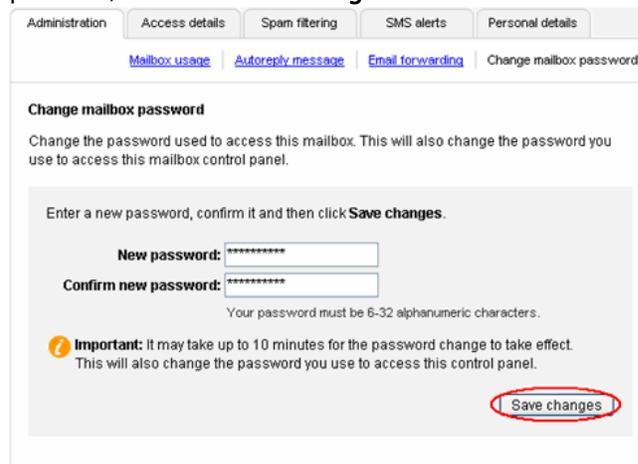
The screenshot shows a login form titled "Log in to configure your mailbox". Below the title is the instruction "Please enter your full email address and mailbox password." There are two input fields: "Email address" and "Mailbox password". Below the "Mailbox password" field is a note: "This is the same password you use to access your email." A "Log in" button is located at the bottom right of the form and is circled in red.

- Step 2.** Login to your *Mailbox Control Panel* using your email address and your current mailbox password.

- Step 3.** Once logged in, you will see the following tabs available to edit information and modify your settings. The tabs are not necessarily the same for all mailboxes, as the administrator of your domain will have chosen which of these to make available to you.

- Step 4.** Click the **Change mailbox password** link in the *Administration* tab.

- Step 5.** To change your password, enter and confirm your new password in the text boxes provided, then click **Save Changes**.



The screenshot shows the "Change mailbox password" page within the Mailbox Control Panel. At the top, there are navigation tabs: "Administration", "Access details", "Spam filtering", "SMS alerts", and "Personal details". Below these tabs are links for "Mailbox usage", "Autoreply message", "Email forwarding", and "Change mailbox password". The main heading is "Change mailbox password". Below this is the instruction: "Change the password used to access this mailbox. This will also change the password you use to access this mailbox control panel." There is a sub-instruction: "Enter a new password, confirm it and then click **Save changes**." There are two input fields: "New password:" and "Confirm new password:". Below these fields is a note: "Your password must be 6-32 alphanumeric characters." An important note is displayed: "Important: It may take up to 10 minutes for the password change to take effect. This will also change the password you use to access this control panel." A "Save changes" button is located at the bottom right of the form and is circled in red.

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Quick tip: It can take up to ten minutes for your password change to become effective.

Step 6.

You will receive confirmation that the password has been changed.



Important: It may take up to 10 minutes for the password change to take effect.

Your mailbox password has now been changed. If you use webmail to access your emails you will now need to use your new email password to access webmail.

Changing the password in your email software

If you use email software to connect to your mailbox, this password will also need to be changed. The next time you attempt to connect to the mailbox you should be prompted for your mailbox password. Enter your new password in the text box provided and you will be able to send and receive emails as normal. However, if you want to manually change your password the rest of this guide will show you how.

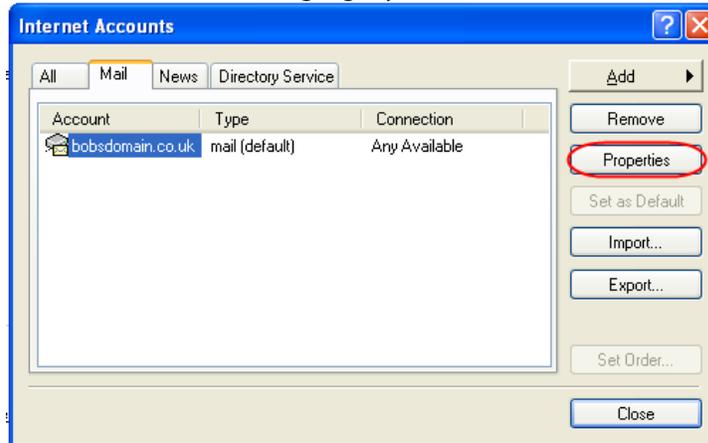
Depending on the email software you are using, the process is slightly different. Each page of the guide covers different email software, just skip to the page relevant to you.

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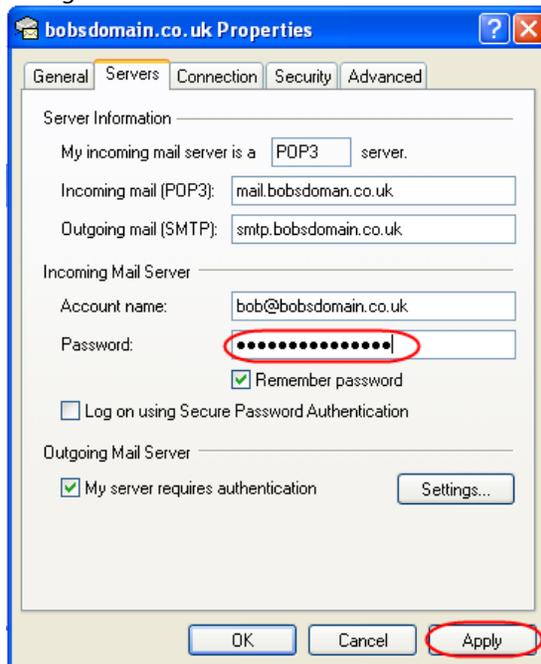
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Outlook Express

- Step 1.** Open Outlook Express.
- Step 2.** Click **Tools**, then **Accounts** in the drop down menu.
- Step 3.** Select the *mail*/tab, then highlight your email account and click **Properties**.



- Step 4.** A new window will open. Select the *Servers* tab.
- Step 5.** Enter your new password in the text box provided, and click **Apply** to make the change.

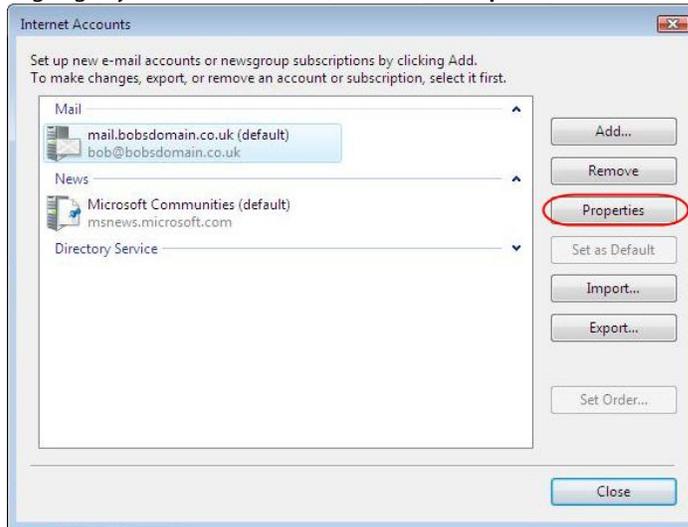


- Step 6.** Click **OK** then **Close** to close the account settings window and return you to Outlook Express.

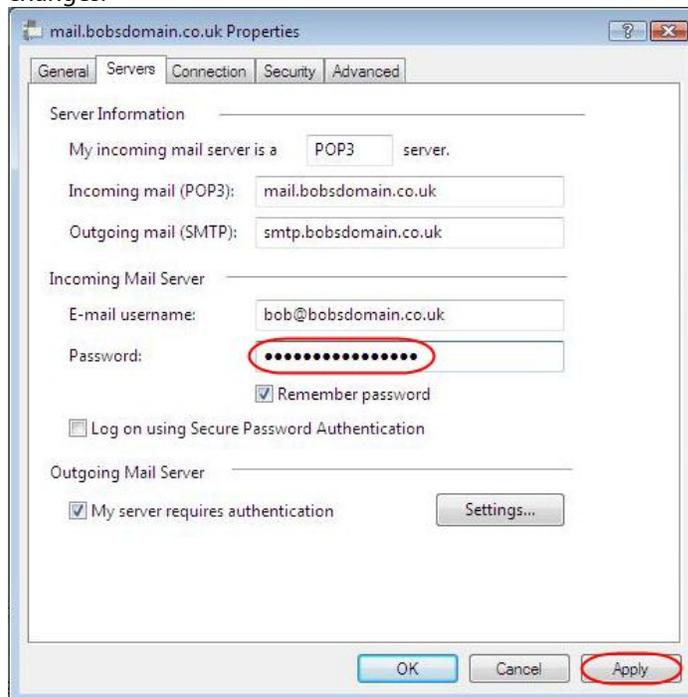
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Windows Mail

- Step 1.** Open Windows mail.
- Step 2.** Click **Tools**, then **Accounts** in the drop down menu.
- Step 3.** Highlight your email account, then click **Properties**.



- Step 4.** Enter your new password in the text box provided, and click **Apply** to save the changes.

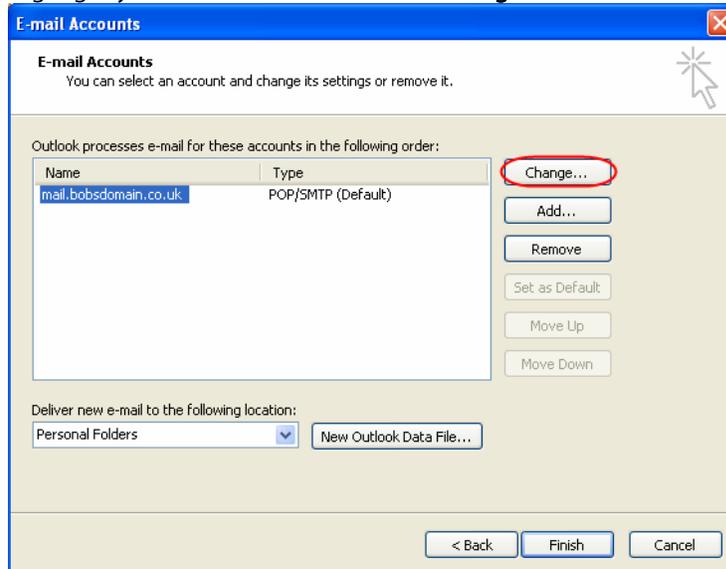


- Step 5.** Click **OK**, then **Close** to close the account windows and return to Windows Mail.

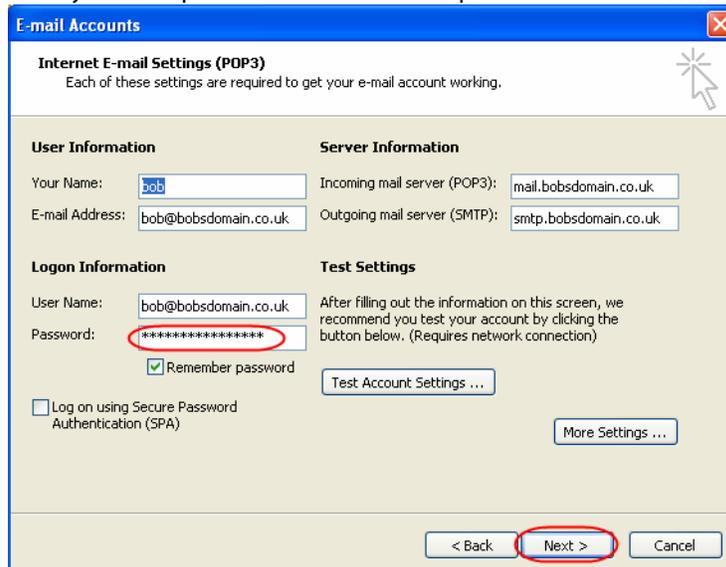
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Outlook 2003

- Step 1.** Open Outlook 2003.
- Step 2.** Click **Tools**, then **E-mail Accounts** in the drop down menu.
- Step 3.** Select button marked *View or change existing email accounts* and click **Next**.
- Step 4.** Highlight your email account and click **Change**.



- Step 5.** Enter your new password in the text box provided and click **Next** to save the changes.

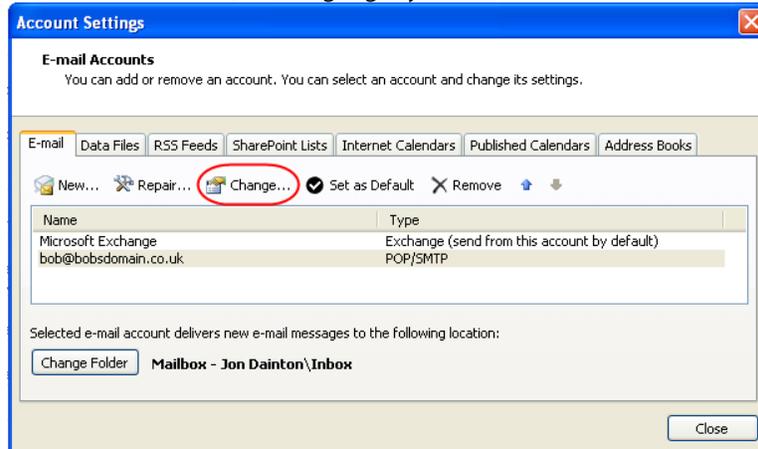


- Step 6.** Click **Finish** to close the window and return to Outlook 2003.

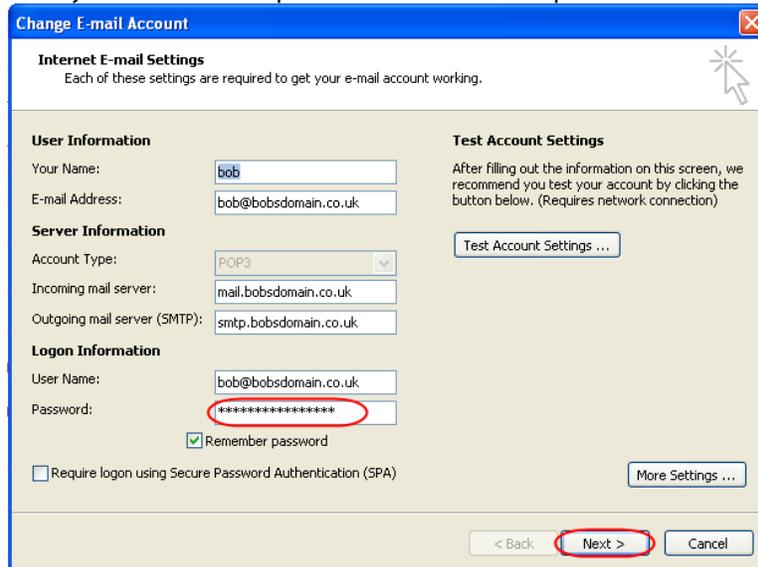
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Outlook 2007

- Step 1.** Open Outlook 2007.
- Step 2.** Click **Tools** then **Account Settings** in the drop down menu.
- Step 3.** Select the *E-mail* tab, then highlight your email account and click **Change**.



- Step 4.** Enter your new mailbox password in the text box provided and click **Next**.

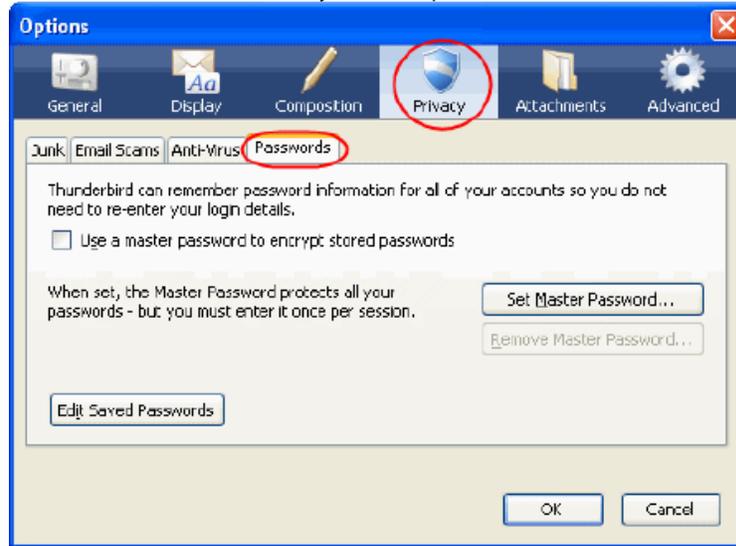


- Step 5.** Click **Finish** to save your changes, then **Close** to return you to Outlook 2007.

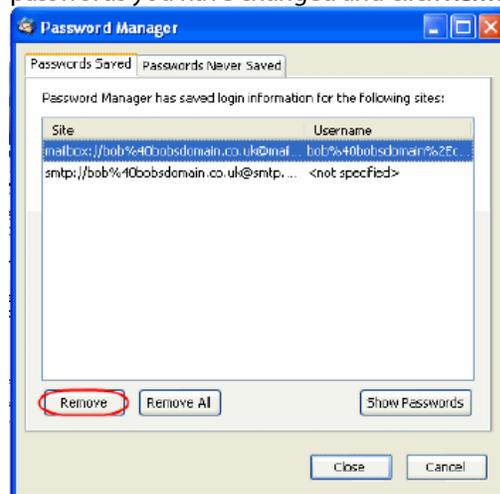
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Thunderbird

- Step 1.** Open Thunderbird.
- Step 2.** Click **Tools**, then **Options** from the drop down menu.
- Step 3.** Click the icon marked **Privacy** at the top of the screen, and click on the *Passwords* tab.



- Step 4.** Click **Edit Saved Passwords**.
- Step 5.** Select the *Passwords Saved* tab. A list of your saved passwords will appear. Click on the passwords you have changed and click **Remove**.



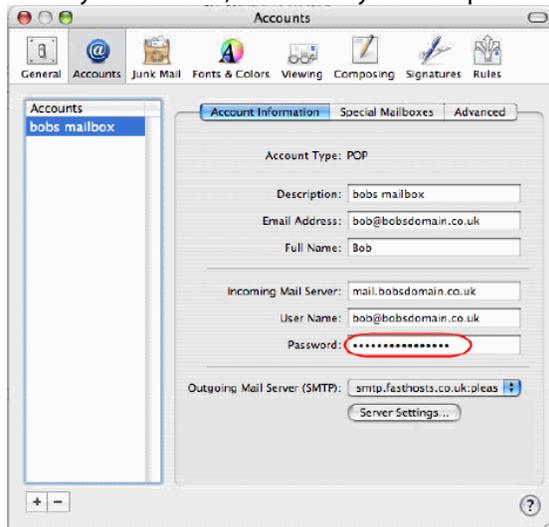
 **Quick tip:** If you use our SMTP servers to send outgoing email, you should also remove your SMTP password from the account.

- Step 6.** Once you have removed your passwords, click **Close** and **OK** to return to Thunderbird. Next time Thunderbird connects to your mailbox you will be prompted for your new email password.

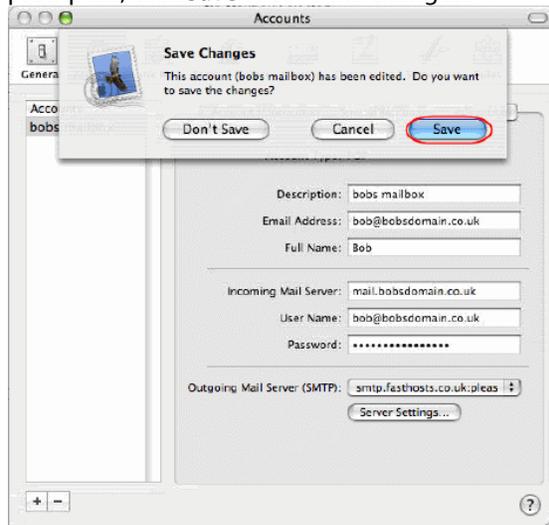
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Mac Mail

- Step 1.** Open Mac Mail.
- Step 2.** Click **Mail**, then **Preferences** in the drop down menu.
- Step 3.** Click the **Accounts** icon at the top of the screen.
- Step 4.** Select your mailbox, then enter your new password in the text box provided.



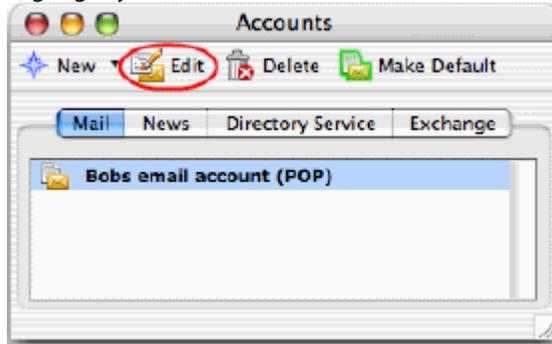
- Step 5.** Click the red *close window* button in the top left corner of the screen and, when prompted, click **Save** to save the changes.



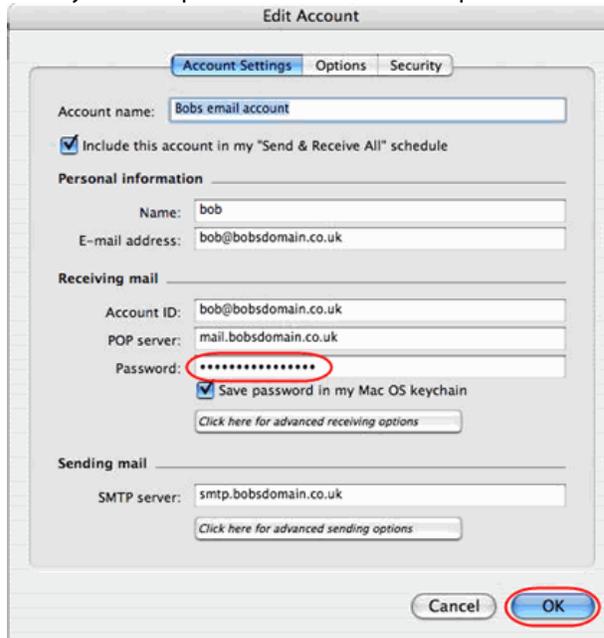
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Entourage

- Step 1.** Open Entourage.
- Step 2.** Click **Entourage** then **Account Settings** from the drop down menu.
- Step 3.** Highlight your email account and click the icon marked **Edit**.



- Step 4.** Enter your new password in the text box provided and click **OK**.



- Step 5.** Click the red *close window* button in the top left corner to return to Entourage.