# How to change your email password

# **User Guide**

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#### 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*.

Log in to configure your mailbo	×	
Please enter your full email add	ress and mailbox password.	
Email address Mailbox password	This is the same password you use to access your email.	Login

- **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**.

,				
Administration	Access details	Spam filtering	SMS alerts	Personal details
	Mailbox usage	Autoreply message	Email forwarding	Change mailbox password
Change mailb	ox password			
Change the p	assword used to	access this mailbox.	This will also char	nge the password you
use to access	this mailbox con	trol panel.		
Entor a nov	unaccuord confi	rm it and than click S	avo changes	
Enter a nev	v password, com	rm it and then click S	ave changes.	
	New password:	****		
Confirm	new password:	*****		
		Your password must b	e 6-32 alphanumeric	characters.
🕜 Import	ant: It may take u	p to 10 minutes for th	ne password chang	ge to take effect.
This w	ill also change th	e password you use	to access this con	trol panel.
				Save changes

**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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# **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.

🗟 bobsdomain.co.uk Properties 🛛 🔹 💽
General Servers Connection Security Advanced
Server Information
My incoming mail server is a POP3 server.
Incoming mail (POP3): mail.bobsdoman.co.uk
Outgoing mail (SMTP): smtp.bobsdomain.co.uk
Incoming Mail Server
Account name: bob@bobsdomain.co.uk
Password:
Remember password
Log on using Secure Password Authentication
Outgoing Mail Server
My server requires authentication Settings
OK Cancel Apply

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

# **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.

mail.b	obsdoma	in.co.uk Proj	perties			8
aeneral	Servers	Connection	Security	Advance	1	
Server	Informat	ion —				
My	incoming	g mail server	is a 🛛 F	POP3	server.	
Inco	oming m	ail (POP3):	mail.bo	bsdomain	.co.uk	
Out	going m	ail (SMTP):	smtp.bo	obsdomaii	n.co.uk	
Incom	ing Mail	Server —				
E-m	nail usern	ame:	bob@b	obsdomai	n.co.uk	
Pas	sword:	(				
			🔽 Reme	mber pass	word	
<u> </u>	.og on us	ing Secure P	assword 4	Authentica	tion	
Outgo	ing Mail	Server				
	My server	requires aut	henticatio	on	Settings	
					OK Cance	Apply

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

# 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**.

Outlook processes e-ma	I for these accounts in the following order:	
Name	Туре	Change
mail.bobsdomain.co.uk	POP/SMTP (Default)	Add
		Remove
		Set as Default
		Move Up
		Move Down
Deliver new e-mail to th	e following location:	
Personal Folders	New Outlook Data File	

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

E-mail Accounts	S			
Internet E-ma Each of the	ail Settings (POP3) ise settings are required to g	et your e-mail account working.		N.
User Informati	ion	Server Information		
Your Name:	bob	Incoming mail server (POP3):	mail.bobsdomain.co.uk	
E-mail Address:	bob@bobsdomain.co.uk	Outgoing mail server (SMTP):	smtp.bobsdomain.co.uk	
Logon Informa	ition	Test Settings		
User Name:	bob@bobsdomain.co.uk	After filling out the information recommend you test your acco	i on this screen, we ount by clicking the	
Password: 🤇	*****	button below. (Requires netwo	ork connection)	
	Remember password	Test Account Settings		
Log on using S Authentication	5ecure Password n (SPA)		More Settings	)
		< Back	Next > Ca	ncel

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

#### 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**.

Change E-mail Account		× *
Internet E-mail Settings Each of these settings ar	re required to get your e-mail account	working.
User Information		Test Account Settings
Your Name:	bob	After filling out the information on this screen, we
E-mail Address:	bob@bobsdomain.co.uk	button below. (Requires network connection)
Server Information		To all Assessments Contributions
Account Type:	POP3	Test Account bettings
Incoming mail server:	mail.bobsdomain.co.uk	
Outgoing mail server (SMTP):	smtp.bobsdomain.co.uk	
Logon Information		
User Name:	bob@bobsdomain.co.uk	
Password:	*****	
₹ F	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

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

#### 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.

# 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.



# 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**.

Account name:	Bobs email account			
🗹 Include this ac	count in my "Send & Receive All" schedule			
Personal informa	tion			
Name	ne: bob			
E-mail address	bob@bobsdomain.co.uk			
Receiving mail				
Account ID	bob@bobsdomain.co.uk			
POP server	mail.bobsdomain.co.uk			
Password				
	Save password in my Mac OS keychain			
	Click here for advanced receiving options			
Sending mail				
SMTP server:	smtp.bobsdomain.co.uk			
	Click here for advanced sending options			

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