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.)
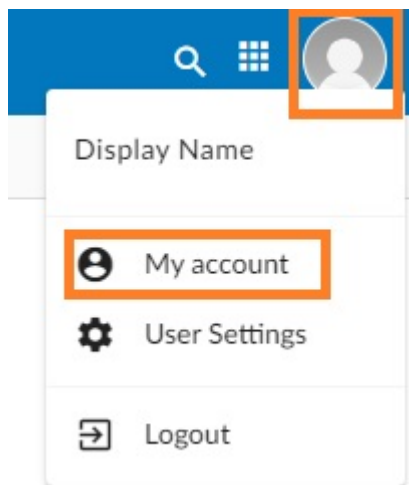
1. Change your mailbox password from the Webmail

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

- Go to the **Webmail**
- Log in 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

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.
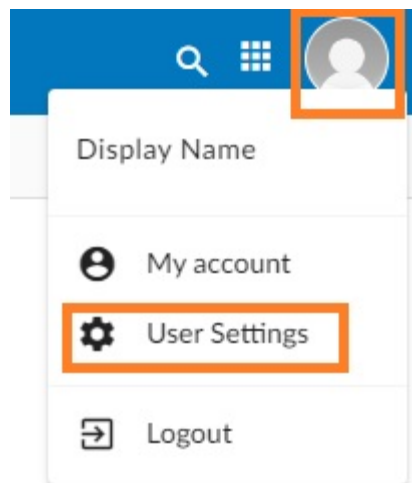

- For Atmail, click on the **Admin** link at the top right. (Please note the Atmail Webmail is not supported anymore)
- For AfterLogic, click on the **Settings** link (top right) **> Control Panel > Access Control Panel** button. (Please note the AfterLogic Webmail is not supported anymore)

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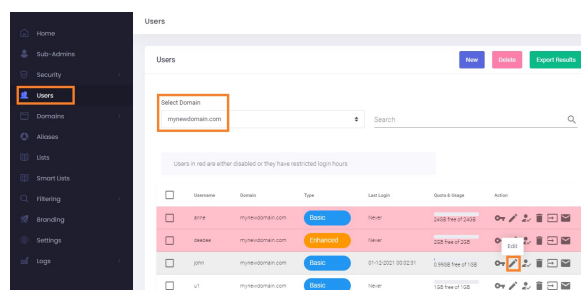
- In the new pop-up window, you can fill in the new **Password** for the e-mail address.
- You can also use the **New** button to generate a complex password and copy it to clipboard using the **Copy** button.
- Click on the **Update User** button to save the changes.

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