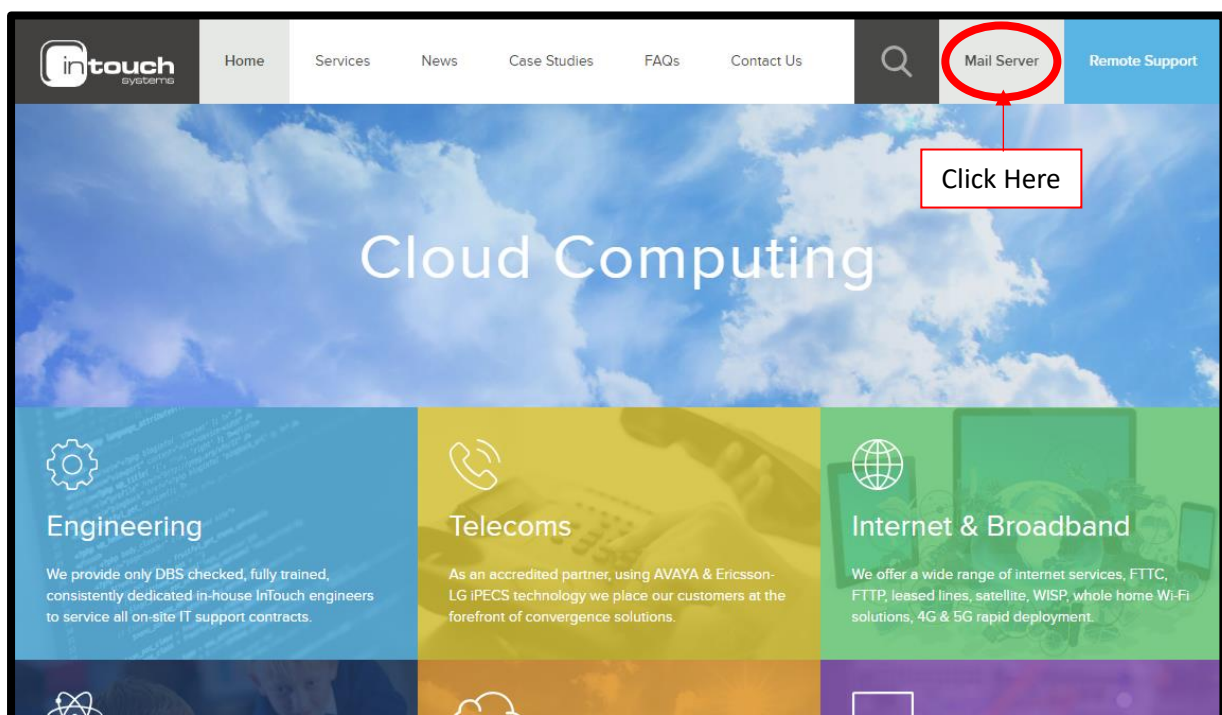


## How to change your webmail password

To change your webmail password, you will need the following:

- Laptop/Desktop
- Active internet connection

The first step is to access your email account through our mail server. To do this, load the InTouch Systems website, and click on “**Mail Server**”.

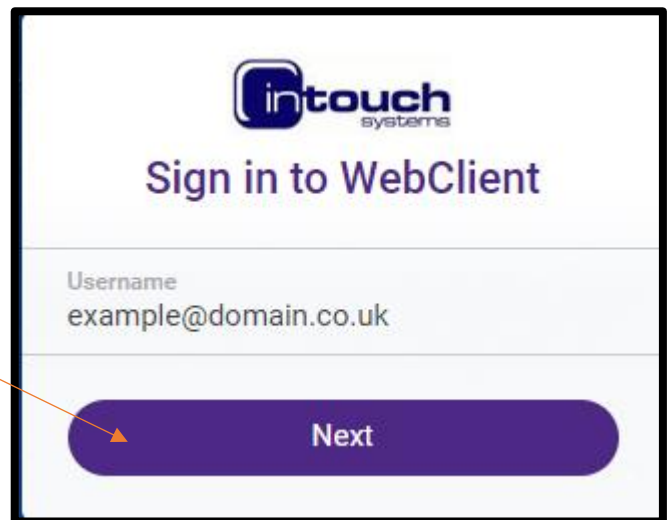


You will then be taken to a login page displaying the following:



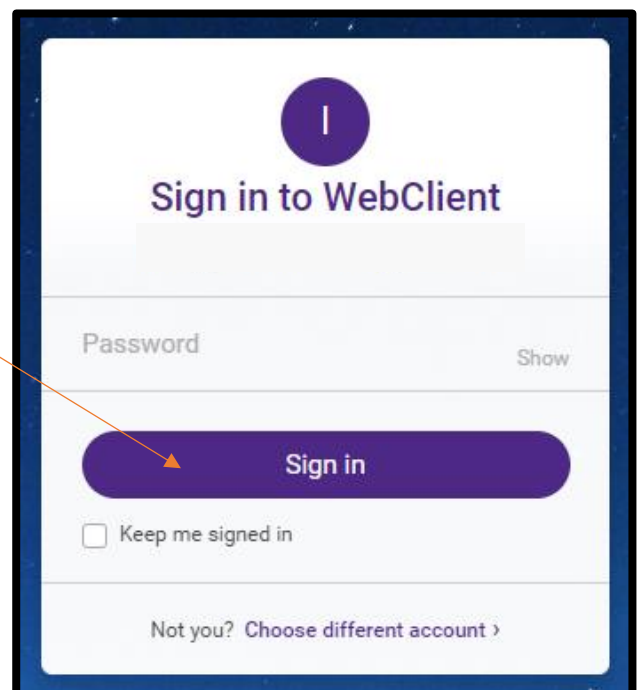
The screenshot shows the 'intouch systems' logo at the top, followed by the heading 'Sign in to WebClient'. Below this is a 'Username' input field and a purple 'Next' button.

You will need to insert your **email address** as the username, and then click **“Next”**.



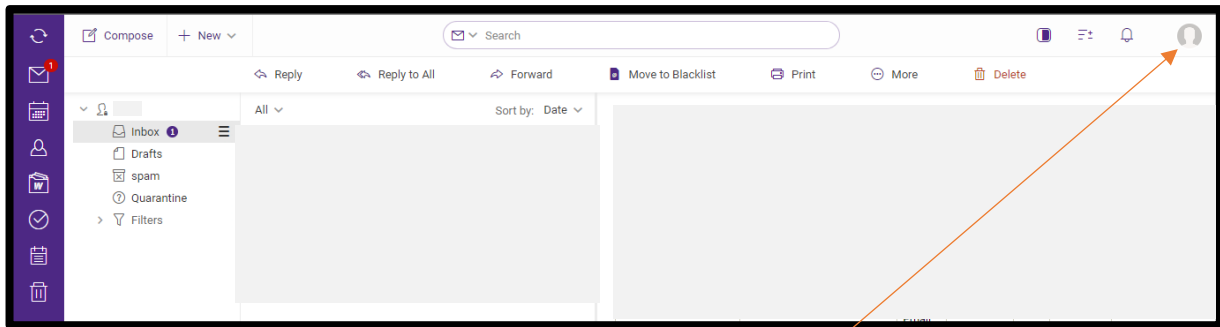
The screenshot shows the 'intouch systems' logo and 'Sign in to WebClient' heading. The 'Username' field now contains the email address 'example@domain.co.uk'. A purple 'Next' button is visible below the field. An orange arrow points from the text 'click “Next”' to the 'Next' button.

You will then need to insert your **password** and click **“Sign in”**.

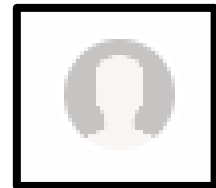


The screenshot shows the 'intouch systems' logo and 'Sign in to WebClient' heading. Below the heading is a purple circle with a white exclamation mark. The 'Password' field is visible with a 'Show' link to its right. A purple 'Sign in' button is located below the password field. Below the button is a checkbox labeled 'Keep me signed in'. At the bottom, there is a link that says 'Not you? Choose different account >'. An orange arrow points from the text 'click “Sign in”' to the 'Sign in' button.

After successfully logging in, you will be taken to your webmail inbox.

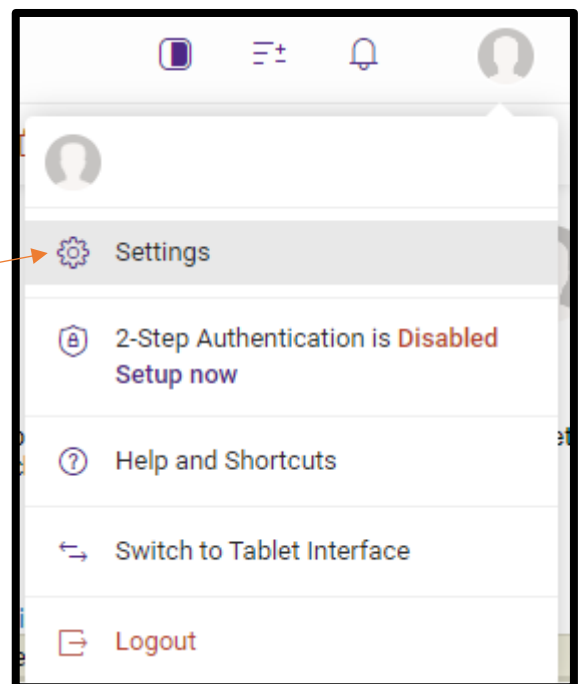


At the top right corner of the page, you will find the **profile icon**.

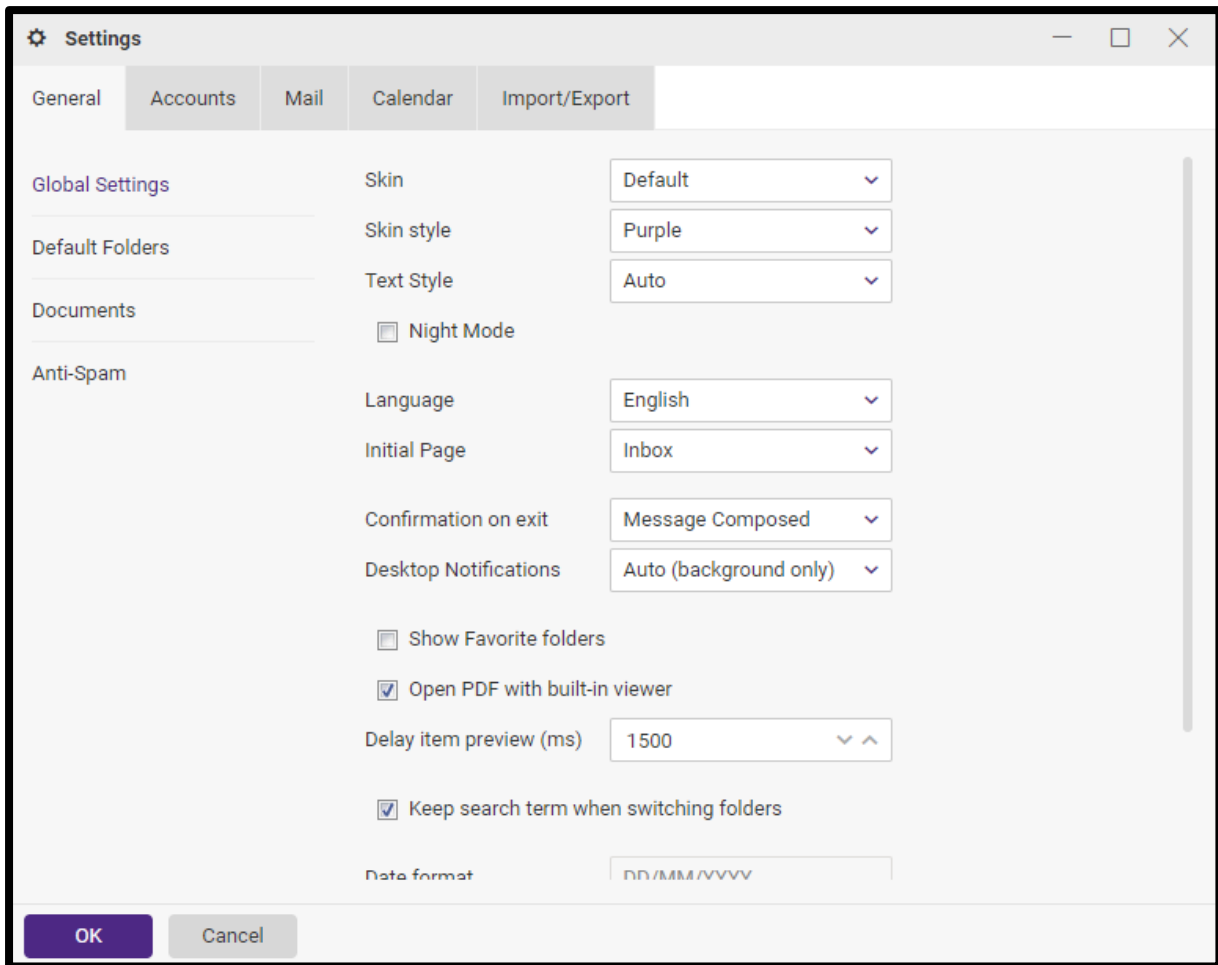


**Right click** on this icon, this will display a pop up of different options.

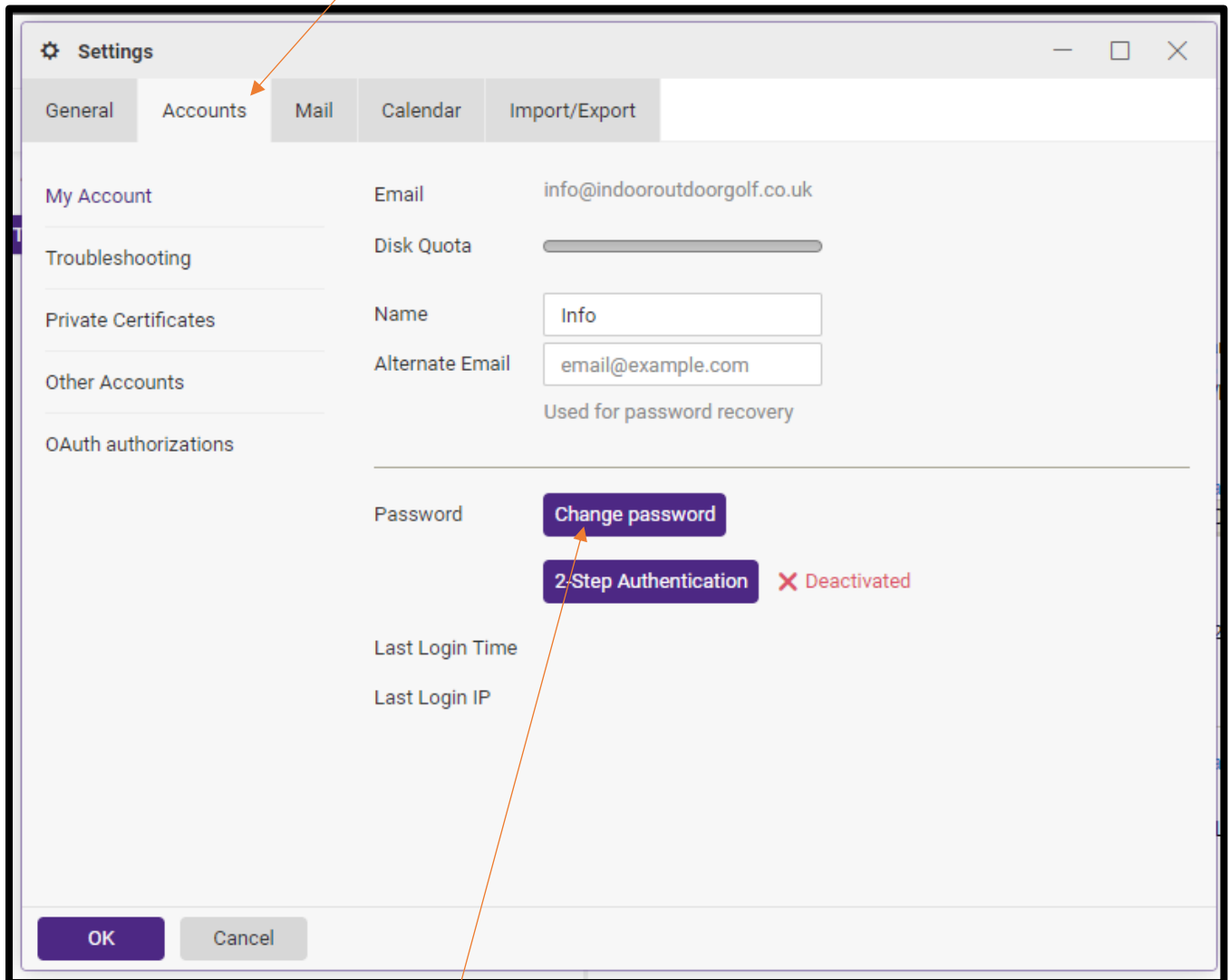
Click on **“Settings”**.



You will now see the settings page on your screen.



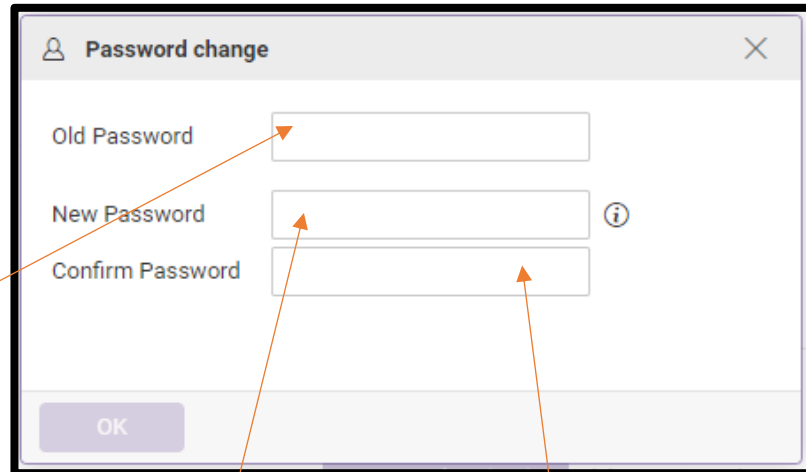
Click on the “**Accounts**” tab to view the relevant account settings.



Next click on “**Change Password**”.

The **“Password change”** window should now be displayed on the screen.

To change your password, you will need to insert your current password into the **“Old Password”** box.



A screenshot of the 'Password change' window. It features three text input fields: 'Old Password', 'New Password', and 'Confirm Password'. The 'New Password' field has an information icon to its right. An 'OK' button is located at the bottom left. Three orange arrows point from the text boxes in the adjacent paragraphs to the corresponding input fields in this screenshot.

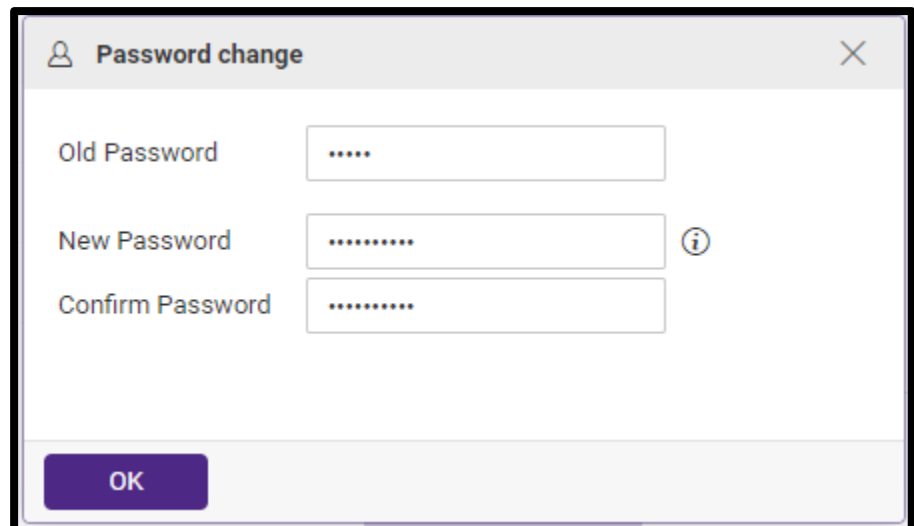
You will now need to type your new password into the **“New Password”** text box.

This will need to also be typed again in the **“Confirm Password”** text box.

As per the password policy, it will need to be a minimum of 8 characters including a capital letter and a symbol and must not include any part of the email address as the password.

Once the text boxes have been filled out, click on **“OK”**.

If you are unable to click on **“OK”**, due to the button being greyed out, this will be because the new password and the confirm password boxes do not match.



A screenshot of the 'Password change' window. The 'Old Password' field contains four dots. The 'New Password' field contains eight dots and has an information icon to its right. The 'Confirm Password' field contains eight dots. The 'OK' button at the bottom left is greyed out.

Make sure that the same password is being entered into the **“New Password”** and **“Confirm Password”** text boxes.

After clicking “OK”, you should see this pop up, indicating that the password was successfully changed.

