

How To Change An Email Password

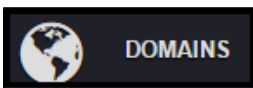
This knowledgebase article will help you change your lost or forgotten password. You can change your password one of two ways: within your **CHI dashboard** or through your **Webmail account**. This article will detail both options below.

- [How to change your email password through your CHI dashboard:](#)
- [How to change your email password through your Webmail account:](#)
 - [Related articles](#)

How to change your email password through your CHI dashboard:

NOTE: You need to have access to the CHI control panel to reset an email password. If you don't have access, you may need to contact your company's IT administrator to make this change for you.

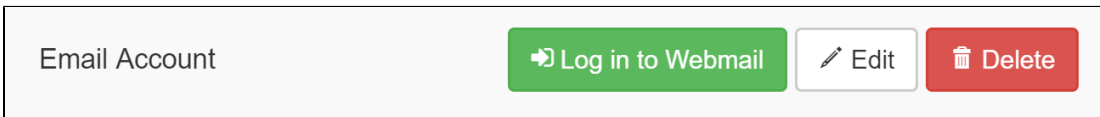
1. Log into <https://chi.uk2.net> with your username and password.
2. From the menu on the left-hand side of your screen, click the **Domains** icon.



3. From the domains available, click the domain your email account is associated with.
4. Now that you are viewing the domain options, you will see a menu across the top of your screen. Click the **Email** tab from the menu options.



5. Click on the **Edit** button located next to your email address information.



6. Within the **Edit** options, you have the option to change your password. Simply enter the new password you would like to use into the **Password** and **Confirm Password** boxes.
7. Then click the **Save** button to finalise the changes.

A screenshot of a password change form. It has two input fields: 'Password' and 'Confirm Password'. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

How to change your email password through your Webmail account:

Note: You will need your current password to change your email password within Webmail. If you have forgotten your email password, it may be best to use the option above to change your password within your CHI dashboard.

1. Log into your Webmail account with your username and password at <https://mail.uk2.net>.
2. Click the **Settings** tab from the menu located at the top of your screen.



Settings

3. Once you have access to the **Settings** menu, click **Password**.

The screenshot shows a 'Settings' menu with the following items: Preferences (with a laptop icon), Folders (with a folder icon), Identities (with a person icon), Responses (with a document icon), Password (with a key icon), Autoresponder (with a gear icon), Spam Settings (with a gear icon), Mail Forwarding (with a gear icon), Filters (with a funnel icon), About (with a gear icon), Font Settings (with a gear icon), and External Access (with a gear icon). The 'Password' option is highlighted with a grey background.

4. Enter your **Current Password** into the form provided.

5. Enter your **New Password** into both of the forms provided. You will need to enter the same password twice to save your changes.

6. Click **Save** to finalise your password changes.

The screenshot shows a password change form with three input fields: 'Current Password' (with a password strength indicator showing 3), 'New Password' (with a lock icon), and 'New Password (again)' (with a lock icon). A 'Save' button is located at the bottom left of the form.

Please note that our expert technical support staff is available at any time to help you with this task or any other.



We recommend that you change your email account password as frequently as you can, and at least once every 90 days.

Related articles

- [How To Set Up CalDAV Synchronization for iOS](#)
- [How To Set Up CalDAV Synchronization For Android](#)
- [How To Set Up Email Accounts On An iPhone](#)
- [DNS Propagation](#)
- [How To Edit DNS](#)