# Instructions for new email accounts

**Please read thru the entire listing below before proceeding.  Especially take notice of the 'One more thing…' sentence**.

**To change your password:**

1.  The person with a yourdomain.com email address will go to http://webmail.emailsrvr.com and log in using their email address and password.  (Replace yourdomain with your domain name)

Note: your first access of this site may produce a popup that asks whether you want to add a phone number to which webmail could send a text message if you requested the 'Lost password' feature.  My advice, if you desire to do that, make sure the phone number is for a cell phone which is easily accessed since the text will be immediate and will only have about a 10 min life, that is, it will expire after not used within 10 mins.  Don't use an office phone or land line that does not accept text messages.  If you aren't ready to set this up, just click on 'Skip this time'.

2.  Once on the webmail main page, you will see an icon in the upper right of the window within the blue bar.  This icon is three horizontal lines stacked like a hamburger.

3.  Click on that icon, and then on 'Settings' in the dropdown.  That will open a popup window with a sidebar menu on the left side.

4.  Click on the term, 'Change Password', to be taken to another window where you will input your current password and then the new password.  When you begin entering characters for your new password, a popup will appear showing the requirements for a new password.  You will have to follow those requirements before the password will be accepted by the system.  This is for security purposes.  The minimum requirements are at least 8 characters long, at least one uppercase letter, at least one lowercase letter and one number.

5.  Enter the new password again to confirm the password.  This step will catch any typos if they don't match.

6.  Once entry of the password is complete, click 'Save' to make it so.  You may be asked some questions about saving the password in your browser.  You answer according to your own personal security policies.

If the password is accepted, you will be told to logout and then log in again.  If all went well, you should have logged in with the new p/w without an issue.

**One more thing** to check while the 'Settings' window is open, make sure the 'Move purged email to the Trash Folder' under the 'Trash Options' is unchecked.  Click save before exiting that window.

**IMPORTANT:**  Webmail is great when checking a single email account that is a part of your website, but to check another email account, you have to log out and then log in using the other email address and password.  That makes WebMail cumbersome at best.  The best way to check multiple addresses is to use an email client software such as Outlook or Thunderbird on a PC or Mail on a

Mac.  Set the email account up as POP on a desktop or laptop that will used as the main computer for storing the email addresses of importance.  Set the account to delete messages from the email server after 1 day but no more than 7 days.  This will allow time for the email message to be picked up by all your devices before getting deleted from the server.  On a mobile device, one usually sets them up as IMAP accounts.

Remember, it's important not to allow the email account on the server to fill up.  By using an email client software to check and store email on your own computer, the setting to delete the email from the server is important to set.  As above, at least one day but no more than 7 days before deletion.

**Adding email account(address) to Specific Device or Software**
You may need instructions as to how to add your new email account to a specific device and/or software.  You can use this URL, https://help.emailsrvr.com/ to get those specific instructions.  Log in using your new email address and p/w.  Then follow the prompts as to what type of device and software to which you want to add your email account.  The instructions are specific for that device and software.  Remember, POP for the main desktop or laptop and IMAP for all other devices.