



How to Change Your Password on Rackspace.



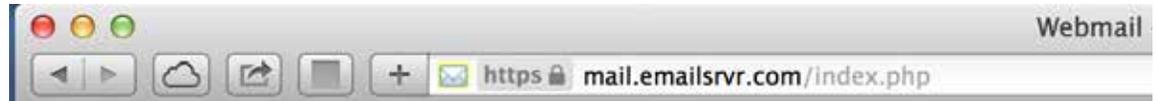


Changing the password through webmail

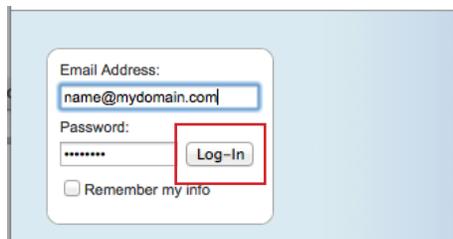
Note: This is for IMAP and POP accounts on Rackspace and not for Hosted Exchange. Hosted Exchange users passwords must be changed in the control panel by your admin.

To change your password through Webmail:

1. In a Web Browser (Safari, FireFox, Chrome, etc...), go to the webmail portal:
<https://mail.emailsrvr.com>



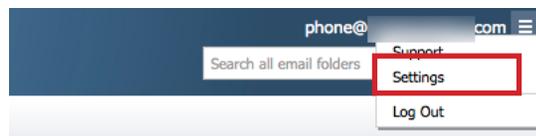
2. Enter your full email address and your current password and click Log-in.



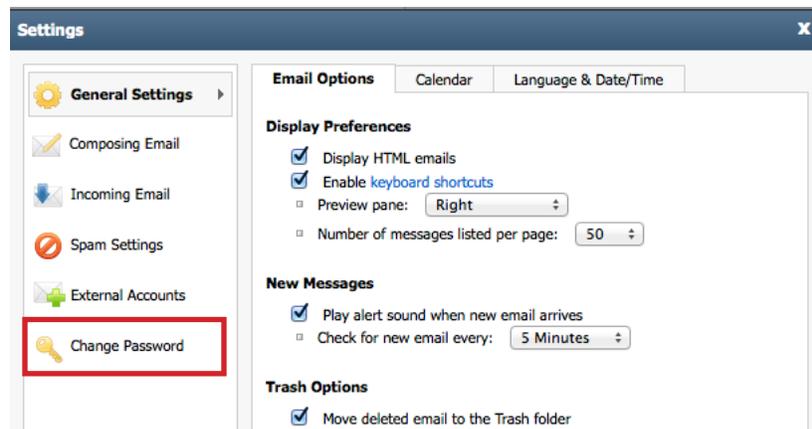
3. Once logged in, go to the upper right hand for the pull down menu.



4. Select Settings.



5. Click on Change Password.





6. A window will pop up for you to change the password. Enter your current password and your new password.

Note: Password recommendations:

- Should be at least 8 characters.
- Should not include your username, display name, or full name.
- Should contain 3 of the 4 character groups:
 - Uppercase characters
 - Lowercase characters
 - Numerals 0-9
 - Non-alphabetic characters (such as !, \$, #, %)
- Example: Ex@mp1e1 is a valid password.

A screenshot of a 'Change Password' dialog box. The title bar says 'Change Password' with a close button (X). The main text reads: 'Change your password regularly as a best security practice. [View Password Requirements](#)'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password', each containing a series of asterisks. At the bottom right, there are 'Cancel' and 'Save' buttons.

7. A message will pop up telling you to refresh the webpage. Click OK. Webmail will reload automatically.

A screenshot of a message dialog box. The title bar has a close button (X). The message text says: 'Webmail will need to reload to apply these changes. Please close any open windows (unfinished emails, appointments, etc.) before continuing. Are you ready to reload and apply these changes?'. At the bottom, there are 'Cancel' and 'OK' buttons. The 'OK' button is highlighted with a red rectangle.

8. Log back in to test if the new password works.

A screenshot of a webmail login form. It has two input fields: 'Email Address:' with the text 'name@mydomain.com' and 'Password:' with a series of asterisks. There is a 'Log-In' button to the right of the password field. Below the password field, there is a checkbox labeled 'Remember my info'.

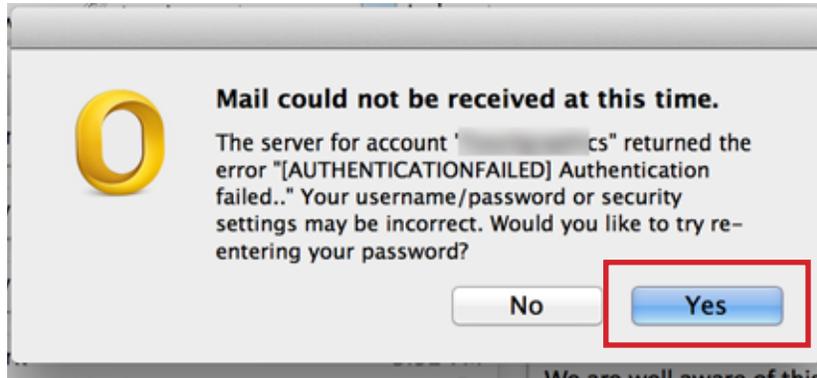


Changing the password on your email client

After changing your password on the web portal, you will stop receiving emails until you change the password in your email client.

Outlook

1. After you launch Outlook you will get the following message. Click Yes.

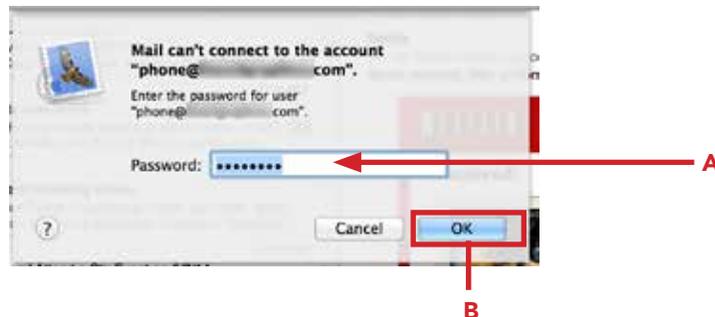


2. In the following window:
 - A. Enter your new password.
 - B. Check on "Remember this password in my keychain".
 - C. Click OK.



Apple Mail

1. After you launch Apple Mail you will get the following message.
 - A. Enter your new password.
 - B. Click OK. Your password will automatically save in your keychain.





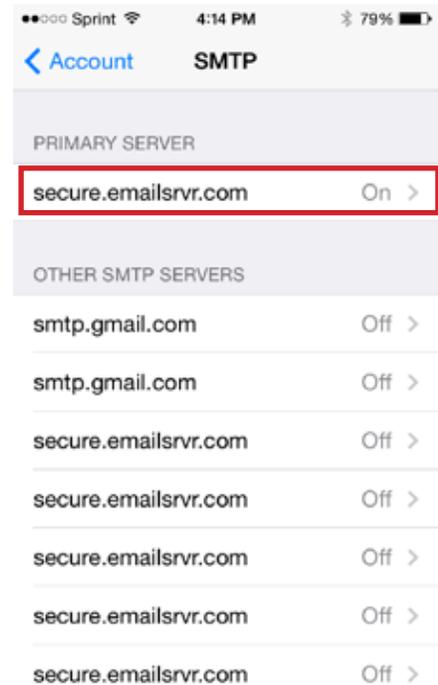
Changing the password on your iPhone

After changing your password on the web portal, you will also stop receiving emails on your iOS device

1. A message will appear on your iOS device. Tap on Settings.
2. Tap your Rackspace email account. it should be your email address.

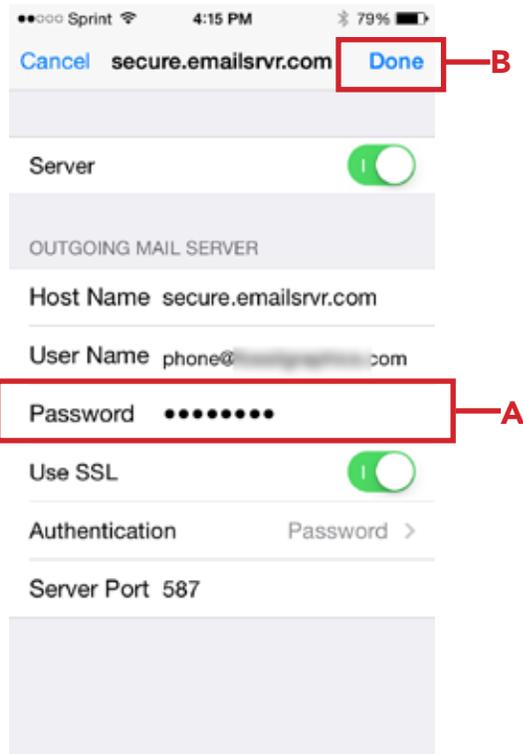


3. In your Account settings, tap the Password field to change it to the new password. Tap SMTP.
4. Tap on the Primary Server. It should say secure.emailsrvr.com.





5. Under Outgoing Mail Server:
 - A. Tap the Password field to change it to the new password.
 - B. Tap Done.



6. The account will start verifying. After verification has finished, you may use your iOS device for mail.

