

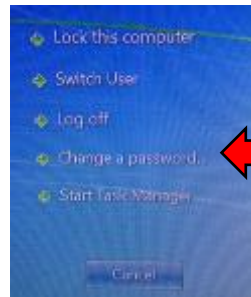


Experiencing issues with your email password?

Here's how to reset your password: **WINDOWS USERS**



1. Make sure you are logged in to your computer with your current credentials (use your original email & password).
2. Perform a **CRTL+ATL+DELETE** and select **Change Password**.



3. Changing the password for the computer login will also change the password for email access.
4. Once the password is changed it will sync with your email.
5. You may experience a **5 min delay on the sync but it could be longer**. For some it has been **15-20 min**.
 - a. If connected via wifi, restart the device after the password change in order to update the wifi password.



The new password has to meet the following requirements:

1. Minimum 8 characters
2. Not more than 16 characters
3. At least one number
4. At least one upper case letter
5. At least one lower case letter



Experiencing issues with your email password?

Here's how to reset your password: **MAC USERS**



1. Make sure you are logged in to your computer and click on the following link:
<https://10.4.17.145/>
2. Enter your username & current password



The new password has to meet the following requirements:

3. Minimum 8 characters
4. Not more than 16 characters
5. At least one number
6. At least one upper case letter
7. At least one lower case letter