

CHANGING PASSWORDS

This document is setup to walk you through the process of changing your Safe Access passwords. **Section A** explains how to change your Account Login Password and web filter Administrative Password. **Section B** explains how to change your Email Password.

A. Changing your master Account Password & web filter Administrative Password

(Note:

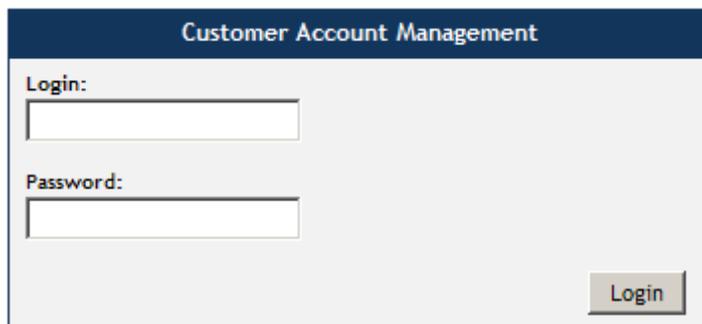
- Remember your Email login and password may be the same or different than your Account login and password.
- If you subscribe to the Safe Access web filter, this will also change your Administrative password. Before continuing, also download the tech support instructions for “Changing the username on the filter,” so you can login with your new Administrative password.)

Using your browser, go to www.safeaccess.com

1. Click the My Account tab



2. Enter the username and password for your Account (this may be different than your email username and password)

A screenshot of a web form titled 'Customer Account Management'. It has a dark blue header. Below the header, there are two input fields: 'Login:' and 'Password:'. A 'Login' button is located at the bottom right of the form.

Forgot your password? [click here](#)

3. Under the Manage Accounts group, click Change Password.



4. Enter your Old Password and your New Password twice and then click the Change Password button.

Old Password:

New Password:

Verify New Password:

B. Changing your Email Password

*(There are two ways to change your email password. If you are using an email client such MS Outlook or Outlook Express, you will also need to change the password in those programs. From www.safeaccess.com, click the Tech Support tab, then Email Instruction Sheets link, and then choose the appropriate instruction sheet under “**Edit/check existing settings for a safeaccess.com email address.**”)*

The first way is through the Account Management feature.

1. Do steps 1 and 2 above.
2. Then click E-mail Maintenance.



3. Click the Padlock icon for the email address that you want to change.

Action	Address	Type	Route To
  pass del	██████████@safeaccess.com		
  pass del	██████████@safeaccess.com		

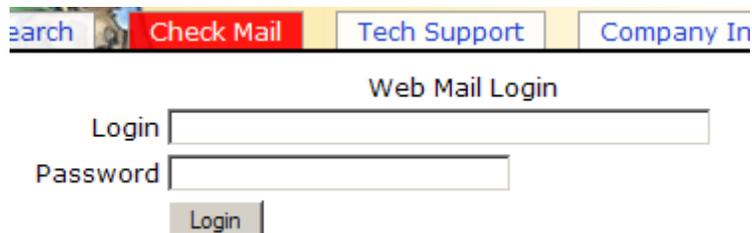
4. Enter your New Password and then click the Change Password button.

New Password:

Password must be between 3
and 58 characters.

The second way to change your email password is through our Webmail interface.

1. From www.safeaccess.com, click the Check Mail tab.
2. Enter your email address and password, then click the Login button.



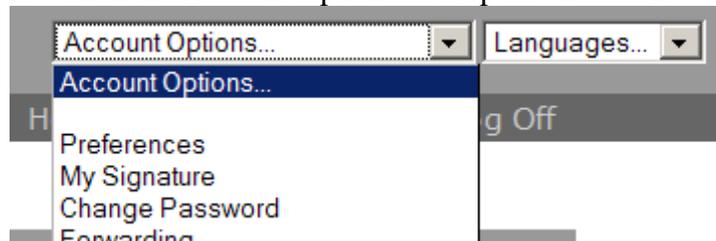
Search **Check Mail** Tech Support Company In

Web Mail Login

Login

Password

3. Click the Account Options... drop-down button.



Account Options... Languages...

Account Options...

Preferences

My Signature

Change Password

Forwarding

4. Enter your Old Password and your New Password twice and then click the Save button.

[Go Back](#)

Passwords may be from 3 to 30 characters long and cannot contain spaces.

Old Password:

New Password:

Confirm Password: