

DOCUMENTED WORKFLOW

Change Your Email Password

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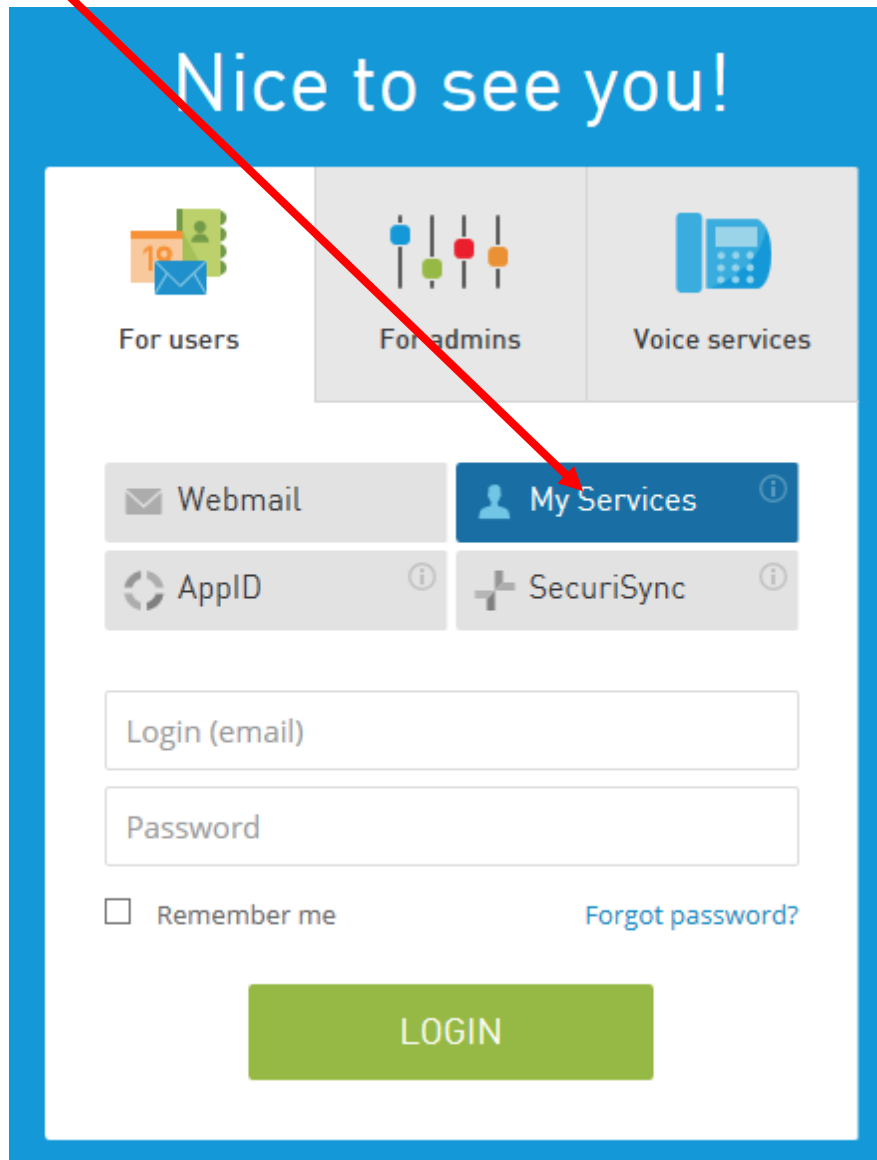


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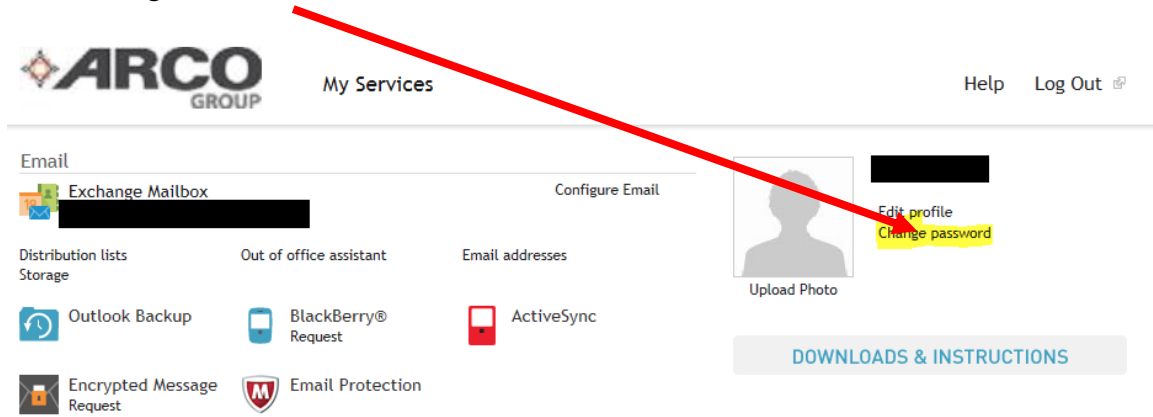
1. Navigate in your web browser to <https://exchange.intermedia.net> (You can use, Internet Explorer, Chrome, Firefox, or Safari)
2. Click “My Services”



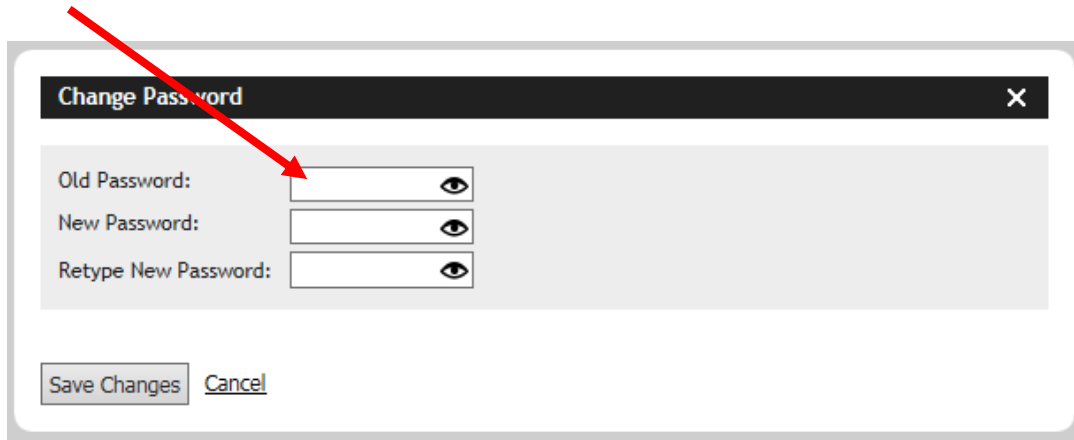
3. Enter your email address and password in the fields provided
4. Click Login



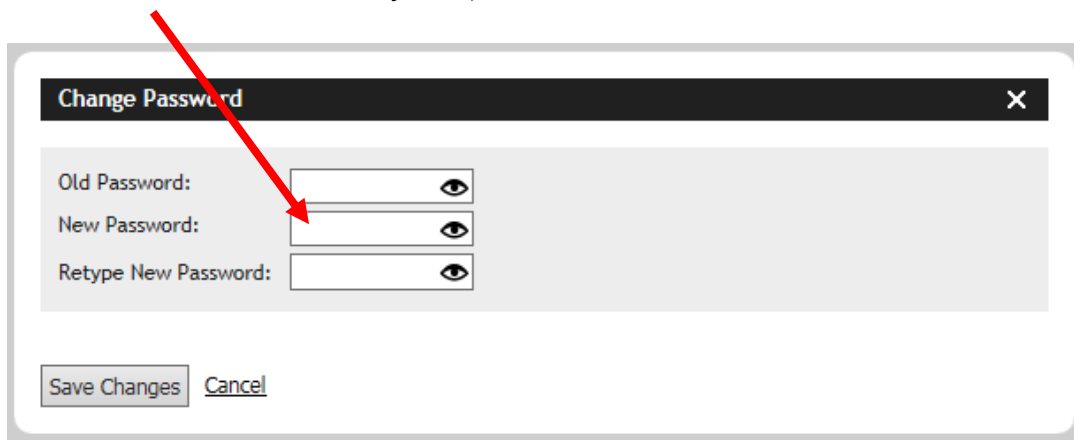
5. Click Change Password



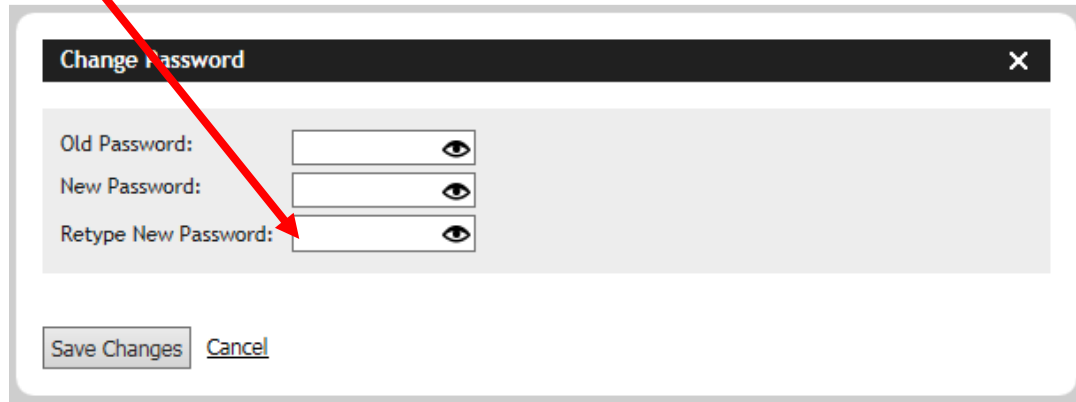
6. Enter your old (current) password



7. Enter your new password (Must contain at least 8 characters, and include an upper case letter and a number or symbol)

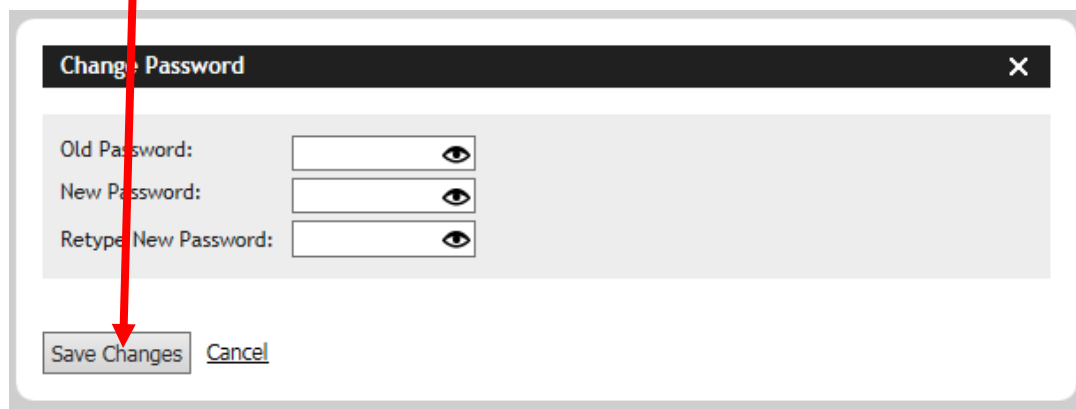


8. Enter your new password again



The screenshot shows a 'Change Password' dialog box with a dark header bar containing the title and a close button. Below the header, there are three input fields: 'Old Password:', 'New Password:', and 'Retype New Password:'. Each field has a small eye icon to its right. At the bottom of the dialog, there are two buttons: 'Save Changes' and 'Cancel'. A red arrow points from the top left towards the 'Retype New Password' field.

9. Click "Save Changes"



This screenshot is identical to the previous one, showing the 'Change Password' dialog box. A red arrow points from the top left towards the 'Save Changes' button at the bottom left of the dialog.

10. Once completed your password will be changed. You will now be prompted to enter your new email password in Outlook, and on your phone or tablet.

