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SmarterMail Password Reset Instructions

Open any web browser and type the following line into the address bar:
<http://webmail.example.com> where example.com is your unique domain name such as excaltech.com. Make sure that you do not type www when you enter the address as this will cause an invalid URL error. When you successfully type the URL, you will see the login screen, similar to below.

A screenshot of the SmarterMail login interface. The title bar reads 'Login to SmarterMail'. Below it, there is a label 'Email Address (e.g., user@example.com)' above a text input field containing 'user@excaltech.net'. Underneath is a 'Password' label above a password input field filled with dots. A 'Remember me' checkbox is present and unchecked. At the bottom left, there is a 'Use Browser Language' dropdown menu. At the bottom right, there is a 'Login' button.

In the Email Address box, enter your e-mail address. For example, if it is user@example.com, you would enter user@example.com. In the Password box, enter your mailbox password. If you do not have either of these pieces of information, please see your company e-mail administrator or call Excalibur Technology for additional help.

Once your information is entered, click the Login button to continue.



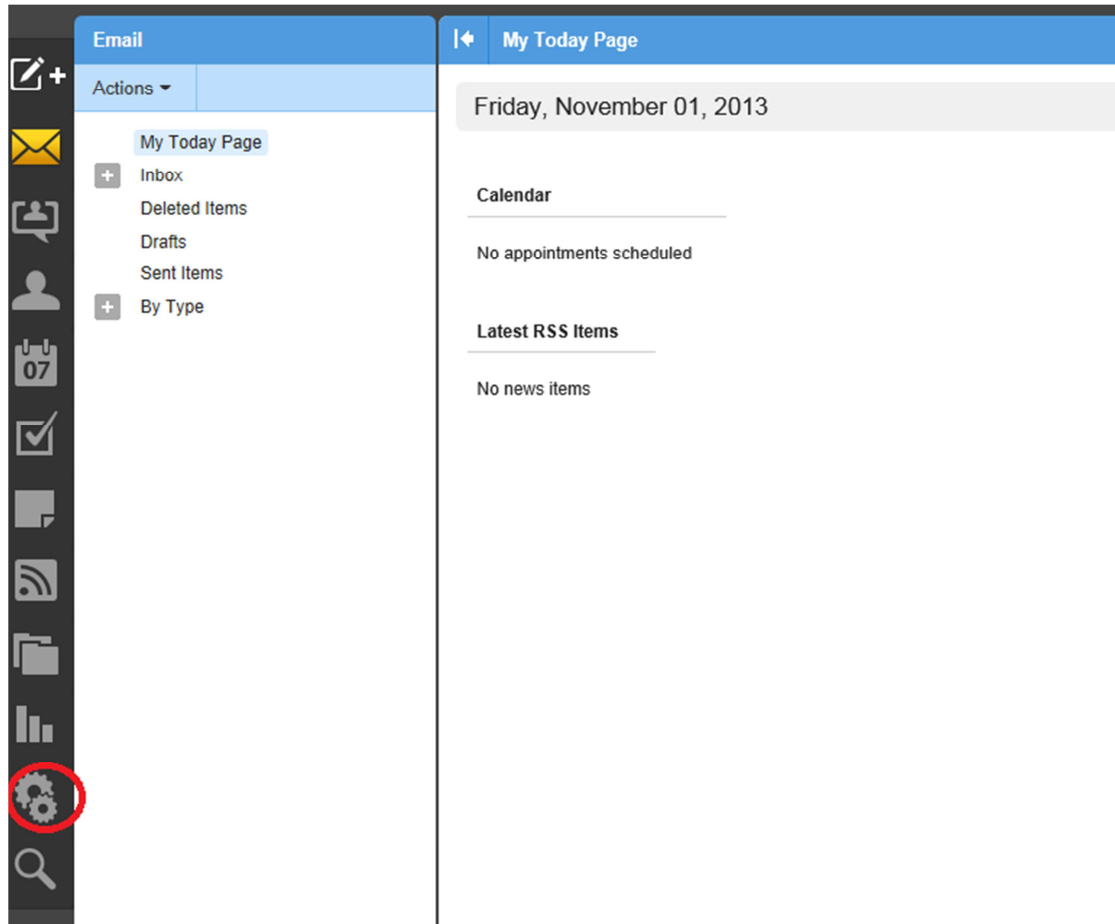
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Once logged in, click Settings. (Cog icon)





Click Account Settings and enter the New Password in the space provided.

The screenshot shows a webmail interface with a left sidebar containing various settings categories like 'My Settings', 'Account Settings', 'Account Profile', 'Auto-Responder', 'Trusted Senders', 'Signatures', 'Events', 'Synchronized Devices', 'Filtering', 'Sharing', and 'Advanced Settings'. The main content area is titled 'Account Settings' and includes a 'Save' button and tabs for 'User', 'Webmail', 'Compose', 'Forwarding', and 'Plus Addressing'. The 'User' tab is active, showing fields for 'Username' (value: user), 'New Password', 'Confirm Password', 'Display Name' (value: Webmail User a), 'Reply-To Email Address', 'Time Zone' (value: (UTC-06:00) Central Time (US & Canada)), and 'Backup Email Address'. A red rectangular box highlights the 'New Password' and 'Confirm Password' input fields.