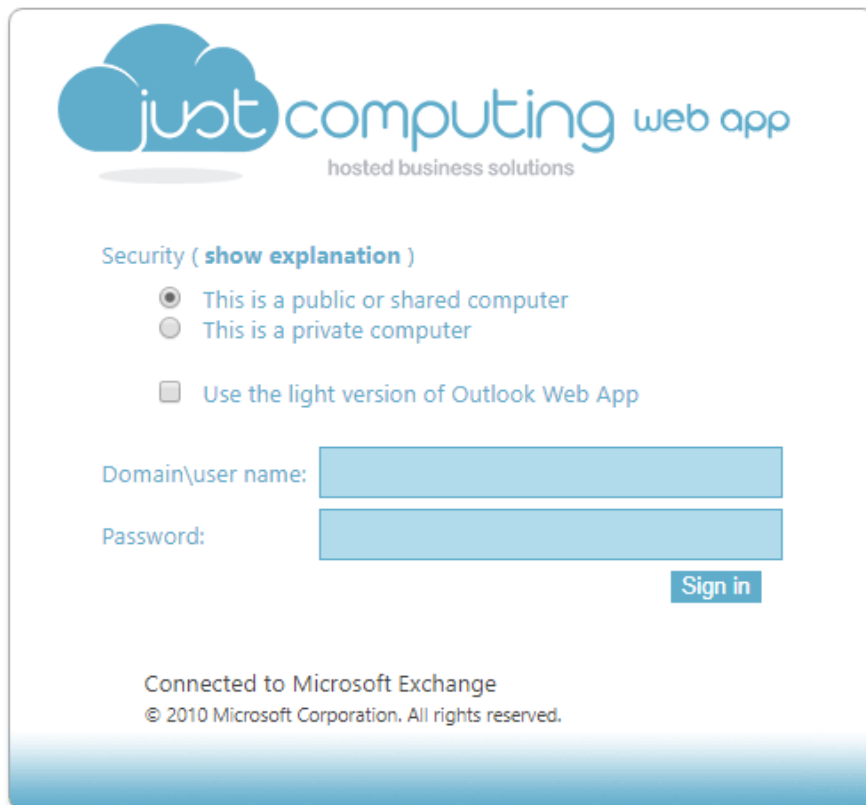


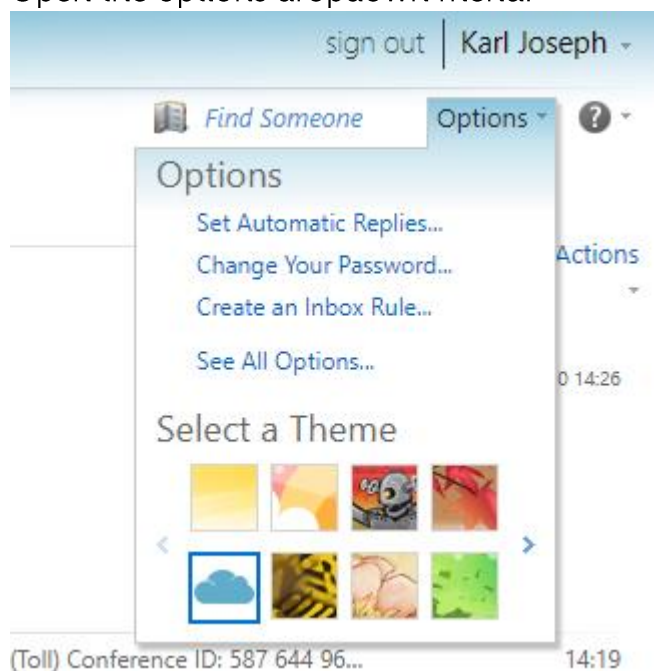
## Instructions to reset your email password

1. Navigate to: <https://webmail.justsimplyhosted.com/>
2. Login using your existing email username and temporary password



The screenshot shows the login interface for the Just Computing web app. At the top left is the logo for 'just computing web app' with the tagline 'hosted business solutions'. Below the logo is a 'Security' section with a '( show explanation )' link. There are three radio button options: 'This is a public or shared computer' (selected), 'This is a private computer', and 'Use the light version of Outlook Web App'. Below these are two text input fields: 'Domain\user name:' and 'Password:'. A blue 'Sign in' button is positioned to the right of the password field. At the bottom, it says 'Connected to Microsoft Exchange' and '© 2010 Microsoft Corporation. All rights reserved.'

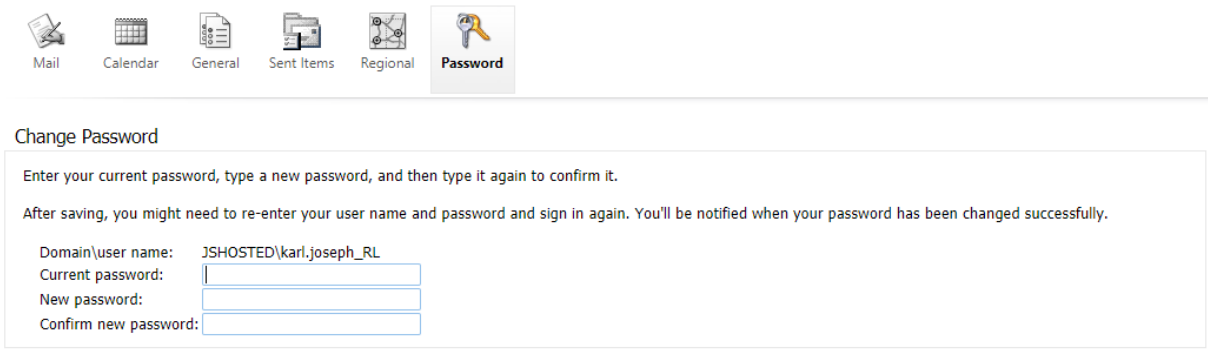
3. Open the options dropdown menu:



4. Select "Change Your Password"

5. Follow the instructions to enter your existing password and then choose a new password that has minimum of 8 characters and is a combination of upper/lower case, numeric and special characters !#\$@.

Your new password must not contain your name or any old passwords that you have used.



Mail Calendar General Sent Items Regional Password

**Change Password**

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name: JSHOSTED\karl.joseph\_RL

Current password:

New password:

Confirm new password:

✓ Save

6. Click save and your password is now reset
7. You will need to update your new password in the Outlook Client in Citrix (if you have Outlook installed locally you will also need to update your password here) if you close and reopen Outlook you will automatically be prompted for your new password

## Support

If you encounter any issues while resetting your password, please raise a support request with Acora

[service@acora.com](mailto:service@acora.com)

TEL: 01444 231 300