

How To Reset Webmail Password

Dear staff and students

In a week, one of the biggest requests we get on <https://support.mak.ac.ug> is either ***"I have forgotten my password"*** or ***"I need my password to be reset"***. Here is a simple guideline on how to reset your password.

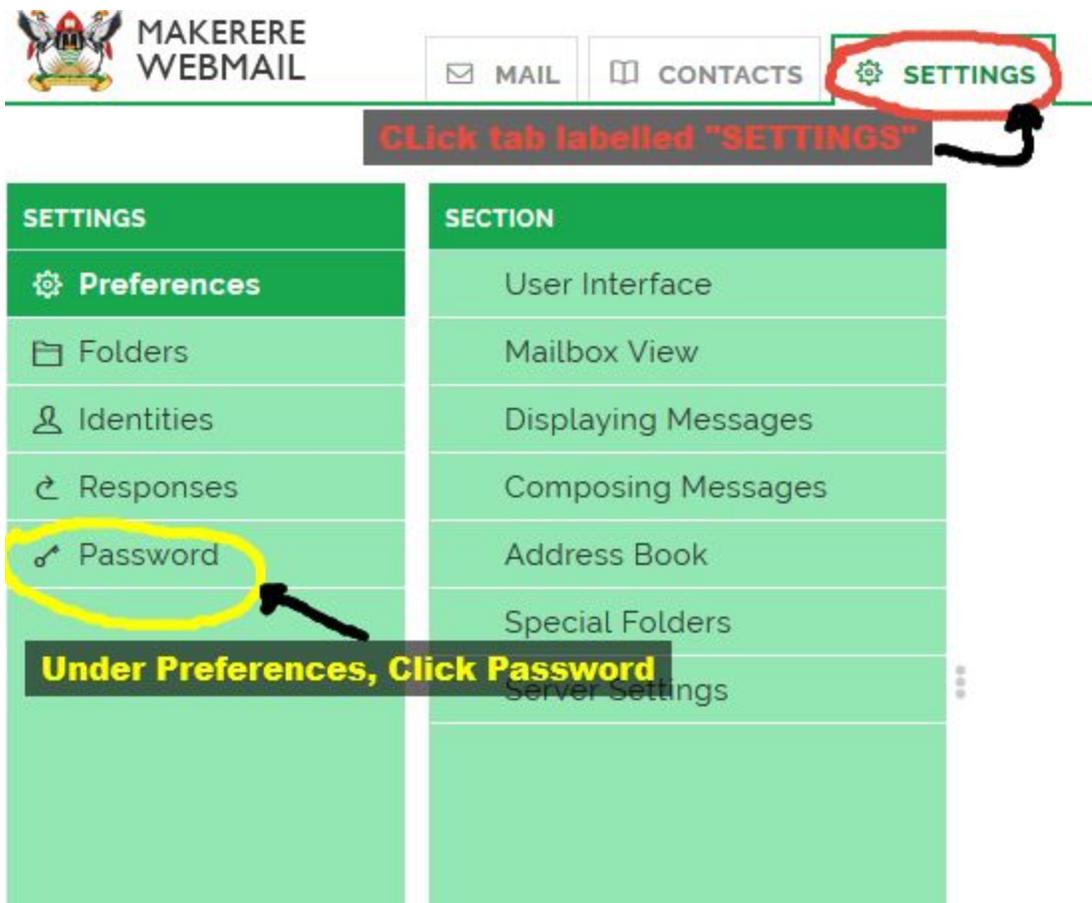
Step 1

Log into webmail by accessing the link <https://webmail.mak.ac.ug>

Step 2

1. Click the Tab for labeled **"SETTINGS"** as shown in the diagram
2. Click Password

Sig fig for an illustration



The screenshot shows the Makerere Webmail interface. At the top, there is a navigation bar with three tabs: 'MAIL', 'CONTACTS', and 'SETTINGS'. The 'SETTINGS' tab is highlighted with a red circle and a black arrow pointing to it. Below the navigation bar, there is a table with two columns: 'SETTINGS' and 'SECTION'. The 'SETTINGS' column lists various options, and the 'SECTION' column lists the corresponding sections. The 'Password' option is highlighted with a yellow circle and a black arrow pointing to it. A black box with yellow text 'Under Preferences, Click Password' is overlaid on the 'Password' row.

SETTINGS	SECTION
 Preferences	User Interface
 Folders	Mailbox View
 Identities	Displaying Messages
 Responses	Composing Messages
 Password	Address Book
	Special Folders
	Server Settings

Step 3

After Clicking Password, it will bring up an option for you to input your “*current password*” thereafter put in the new password and retype for confirmation and then save.

It is important to note that your 1. Password must be atleast 8 characters long and 2. It must include an alphanumeric character. See fig 2 for an illustration

MAKERERE WEBMAIL

MAIL CONTACTS **SETTINGS**

SETTINGS

- Preferences
- Folders
- Identities
- Responses
- Password**

CHANGE PASSWORD

Current Password: **Type your current password**

New Password: **Type your new password here**

Confirm New Password: **Retype your new password for confirmation**

KeyNote

- Password must be at least 8 characters long.
- Password must include at least one number and one punctuation character.

Save