

How to Reset a User's Password

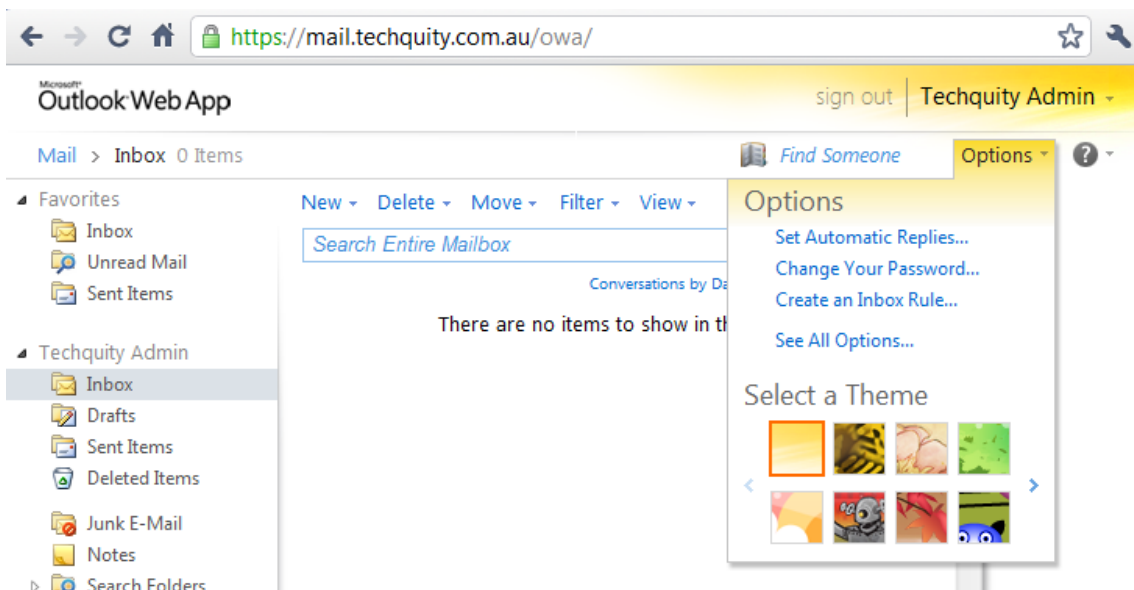
To change a specific user's password:

1. Navigate your way to mail.companyname.com.au
2. Log in to your Exchange Control Panel using the administrator email account and password.

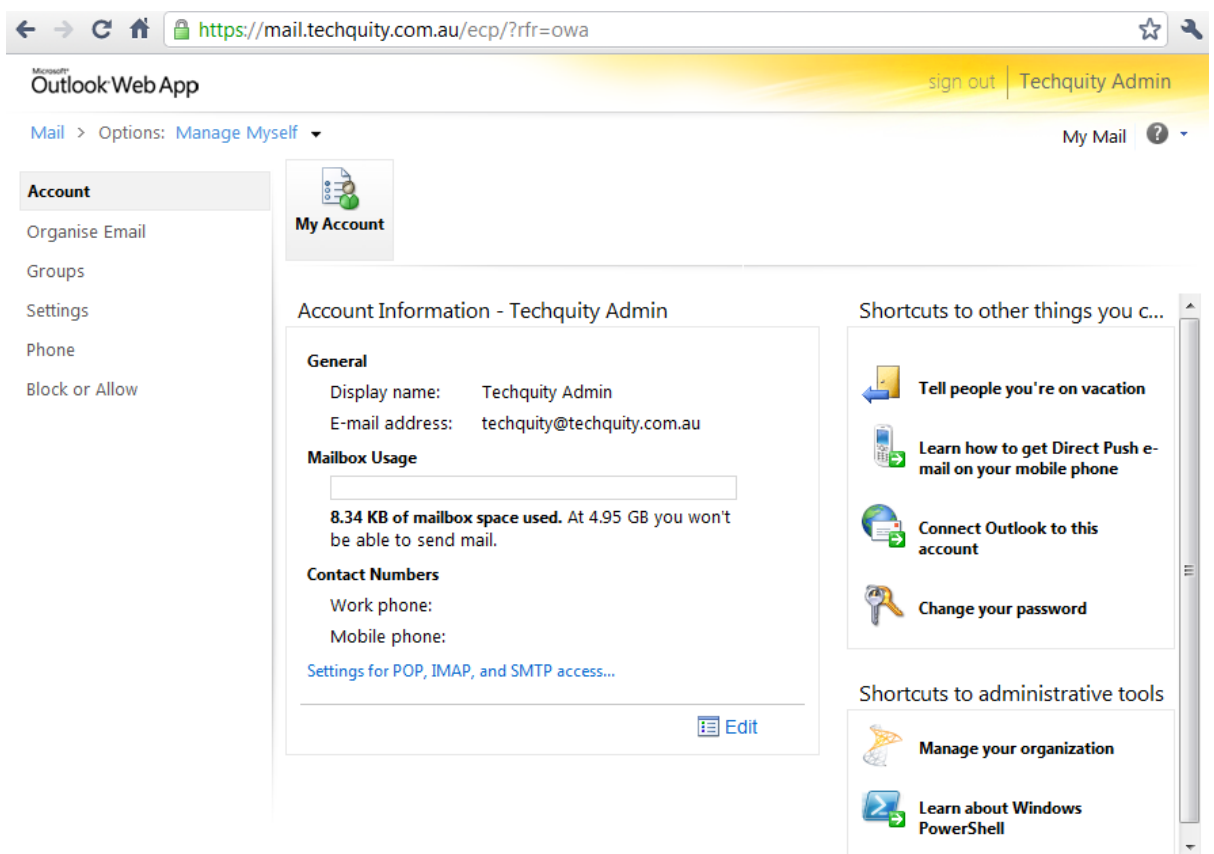


The screenshot shows the Microsoft Outlook Web App login interface. At the top left is the Microsoft logo and the text "Outlook Web App". Below this is a "Security" section with a link to "show explanation". There are three options: "This is a public or shared computer" (selected with a radio button), "This is a private computer" (unselected), and "Use the light version of Outlook Web App" (unselected checkbox). Below the security options are two input fields: "E-mail address:" containing "adminuser@companyname.com.au" and "Password:". To the right of the password field is a "Sign in" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

3. To begin using the administrator panel, click “Options” and then “See All Options...”

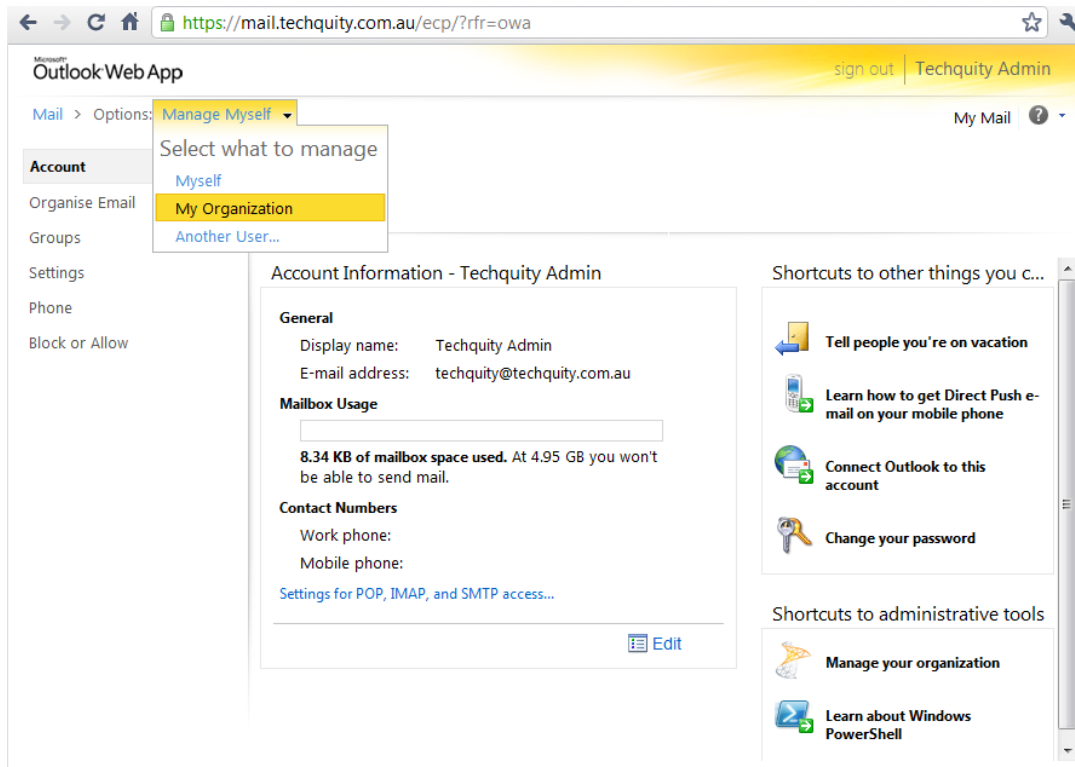


4. This will then display this window:

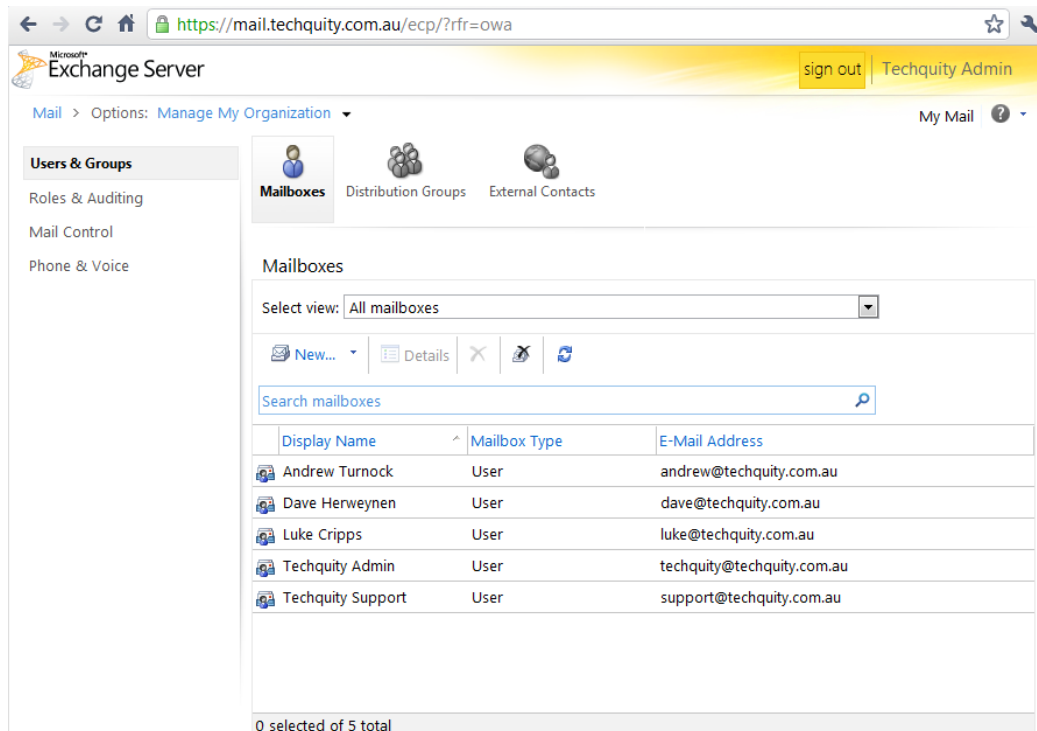


This is the same as other Outlook Web Access account, and allows you to change your own account settings (passwords, groups, signatures, etc)

- To see the administration options for the entire organisation, click “Manage Myself” and then “My Organization”



This will open a different display as below:



- To change the specific users password, select the user from the list and then click “Reset Password”

Mailboxes

Select view: All mailboxes

New... Details Reset password... X [icon] [icon]

Search mailboxes

Display Name	Mailbox Type	E-Mail Address
Andrew Turnock	User	andrew@techquity.com.au
Dave Herweynen	User	dave@techquity.com.au
Luke Cripps	User	luke@techquity.com.au
Techquity Admin	User	techquity@techquity.com.au
Techquity Support	User	support@techquity.com.au

- This will open another window:

Reset Password - Google Chrome

https://mail.techquity.com.au/ecp/UsersGroups/ResetPassword.aspx?pwmcid=3&id=63d90

*Required fields

Reset password for support@techquity.com.au.

* Password:

* Confirm password:

Password

It's a good idea to use strong passwords that are at least eight characters long, and combine uppercase and lowercase letters, numbers and symbols.

[Learn More](#)

Save Cancel

Here you can enter a new password for the user. Fill in the two fields and click ‘Save’. This will then change the user’s password. Don’t forget to tell them what their new password is!