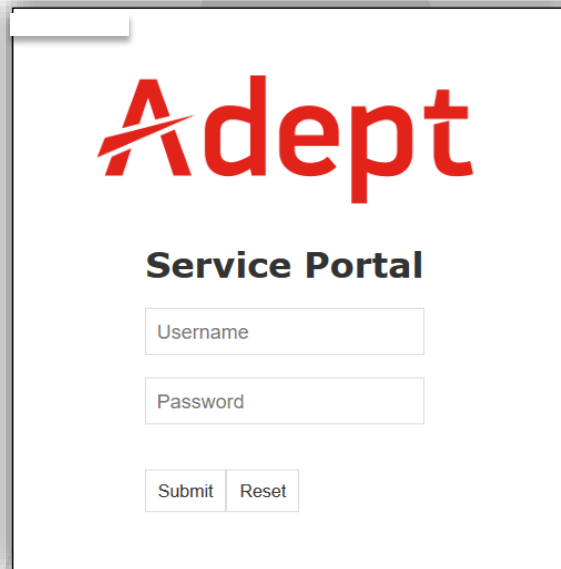


Resetting a Virtual Email password from within the Adept client portal

1. Log into the Adept Service Portal (<https://www.adept.co.za/portal/clients>) with the provided username and password



Adept

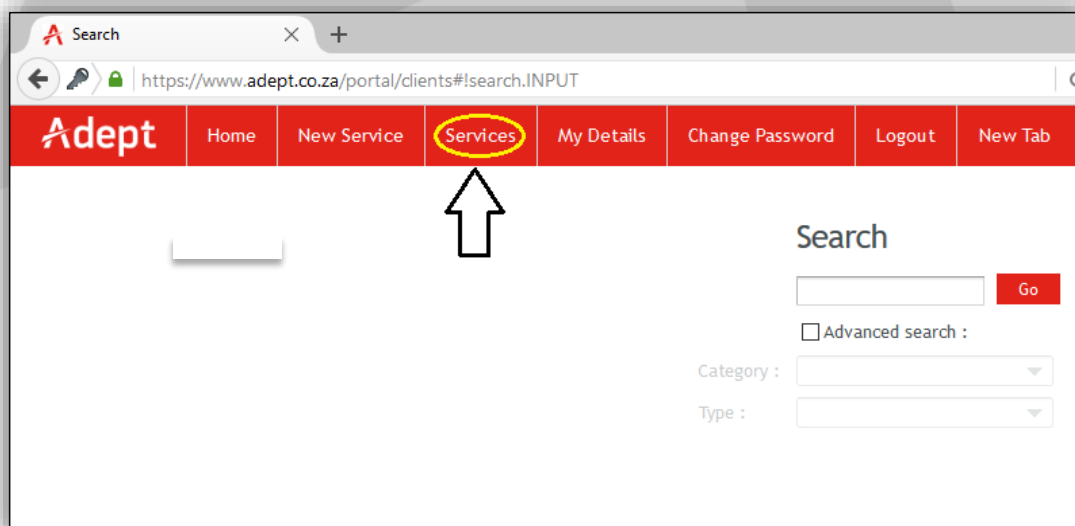
Service Portal

Username

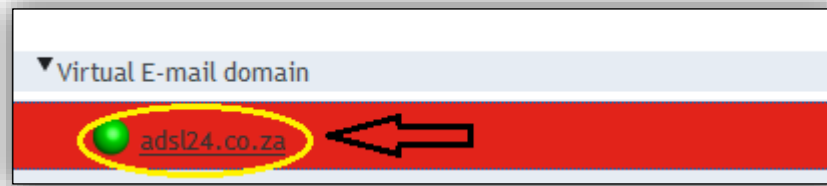
Password

Submit Reset

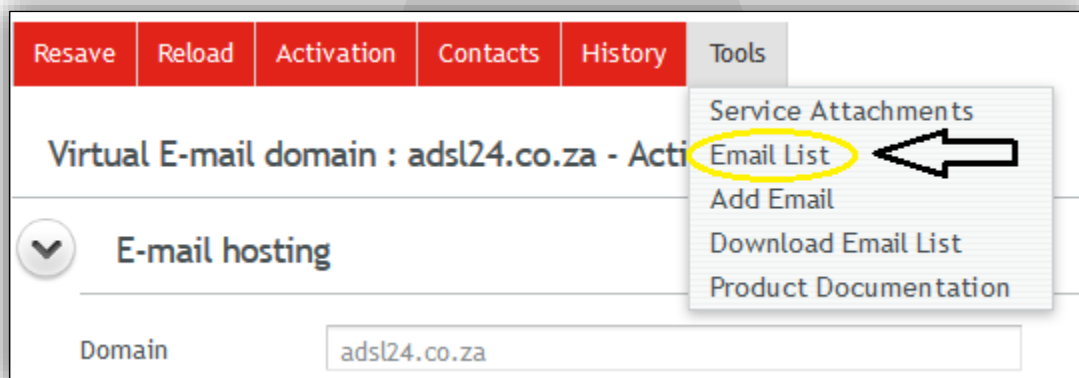
2. Click on Services



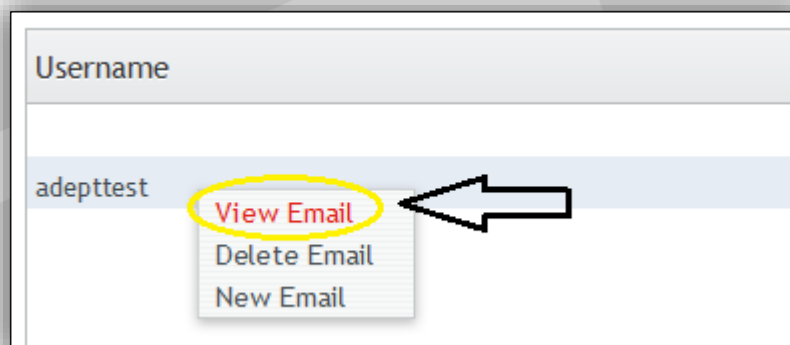
3. Click on the dropdown "Virtual E-Mail Domain" and then click on the domain



4. On the right, select "Tools" and then select "Email List"



5. Right-click on the username of which you would like the password to be changed and select "View Email"



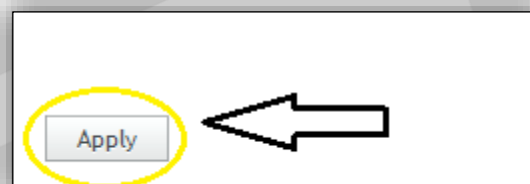
- Under "Account settings", insert the new password in the password box

The screenshot shows the Adept web interface. At the top, there is a red navigation bar with the Adept logo and menu items: Client, Accounts, Resources, Tools, and New Tab. Below the navigation bar, the email address adepttest@adsl24.co.za is displayed. Underneath, there are several tabs: Account settings (selected), Spam settings, Blacklist, Whitelist, and Out of Office. The Account settings tab contains the following fields:

- Username: adepttest
- Type: mail account (dropdown menu)
- Password: (empty text box with a gear icon to its right)

An arrow points to the Password field with the text "Insert the new password here."

- Click on "Apply" which is located at the bottom left



The password has now been changed for the Virtual Email account.