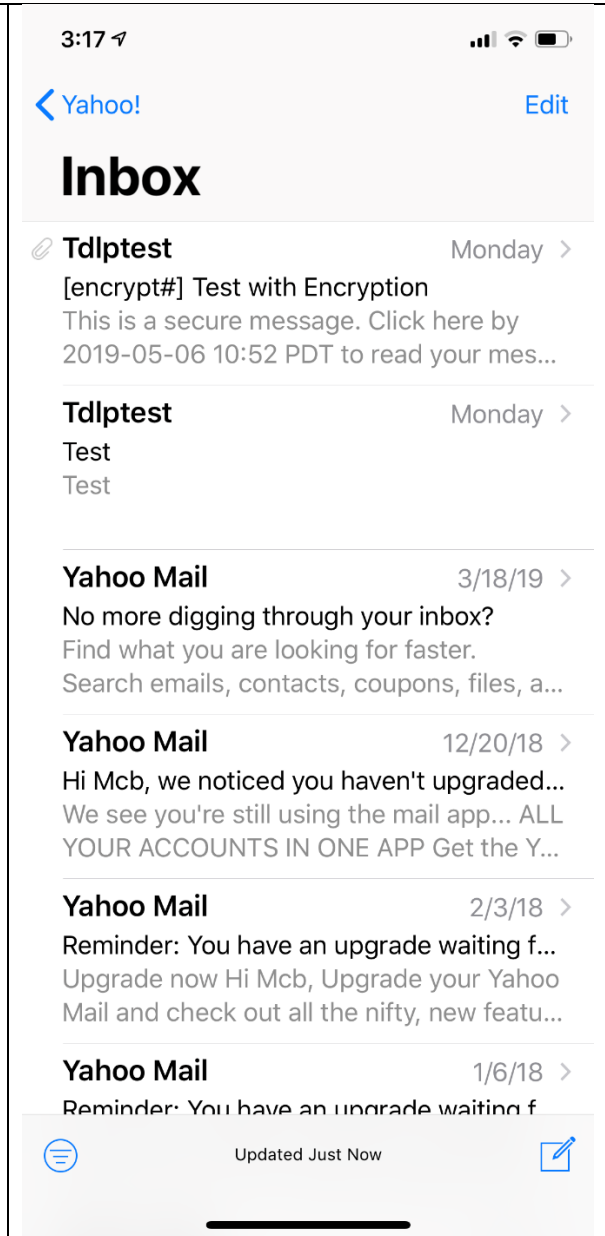# UCSF Secure Email Service Password Reset

In cases where the recipient is already registered with the UCSF secure email service, they may forget the password they used when theyt registered.
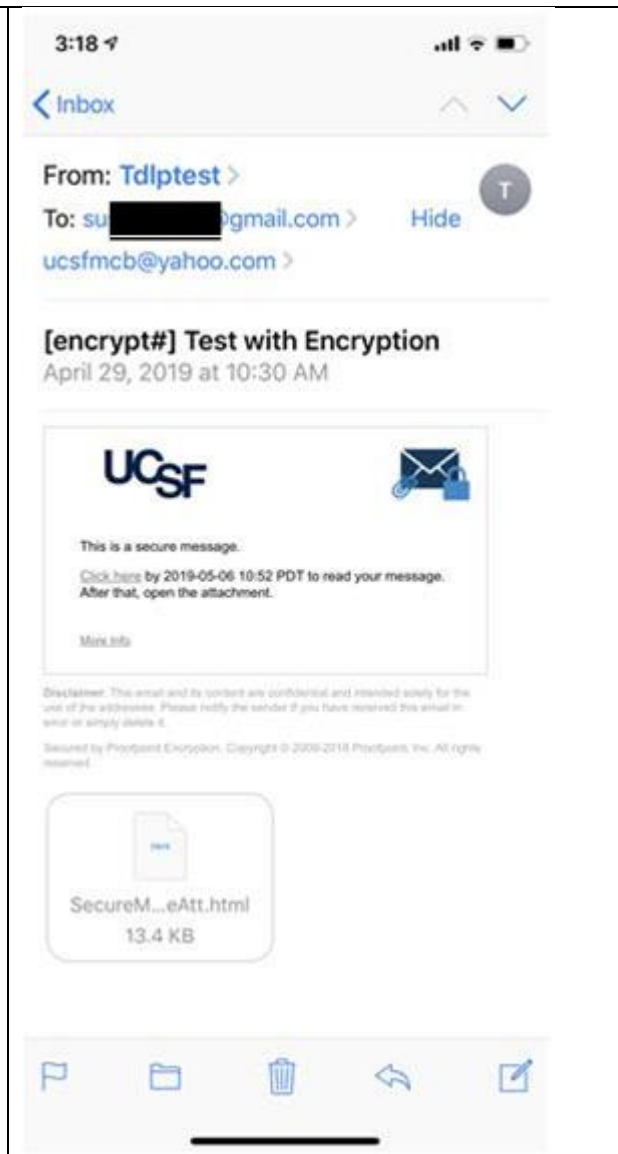
Follow these simple instructions to reset a UCSF secure email service password.

1. Open the secure email message in your email client
2. Next

The secure email message will look like this.

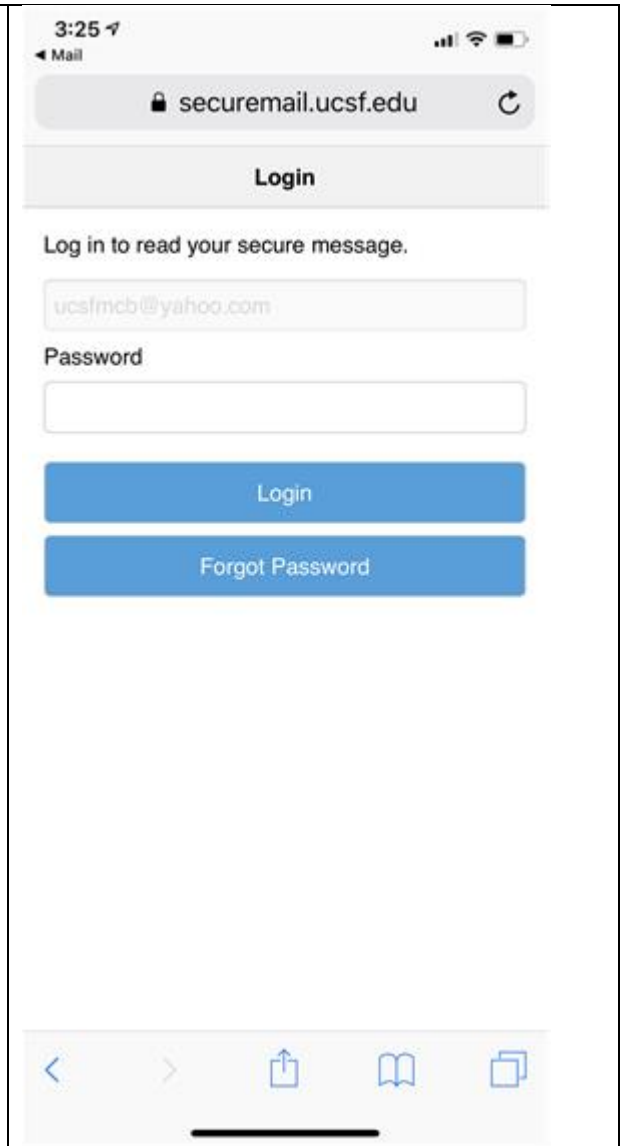3. Click on the "Click here" link in the message body
4. Next

Because you have aready registered, you are brought to the secure email login screen.

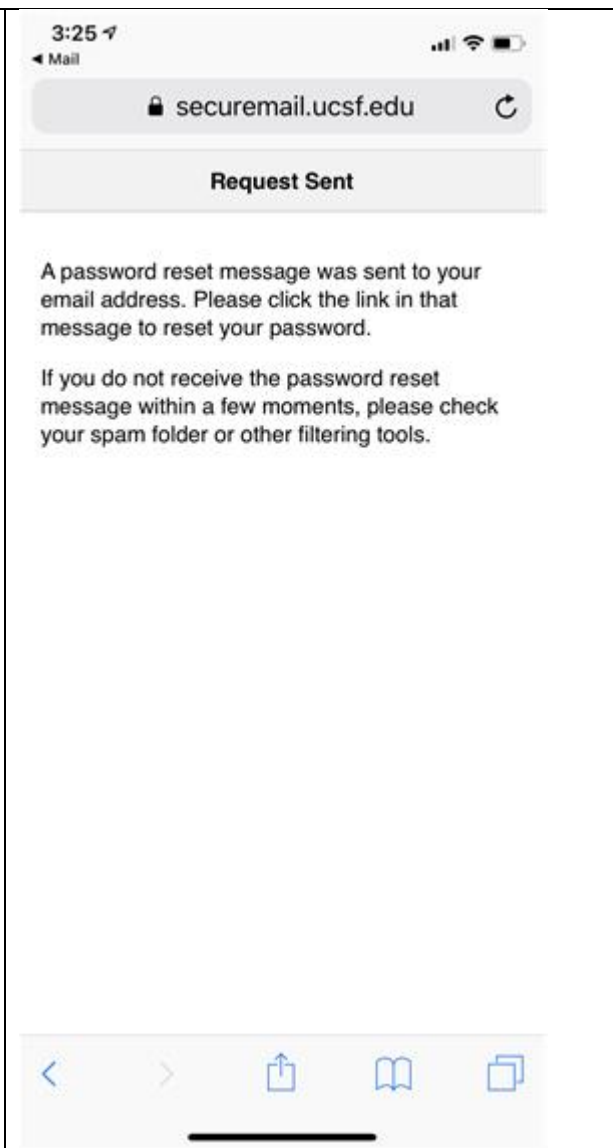You can see that your email address is already entered, and all you need to enter is your pasword.

In cases where you have forgotten your password

5. Click the "**Forgot Password**" button
6. Next

You will be presented with the following screen directing you to check your email account Inbox for a "password reset message" from the system.
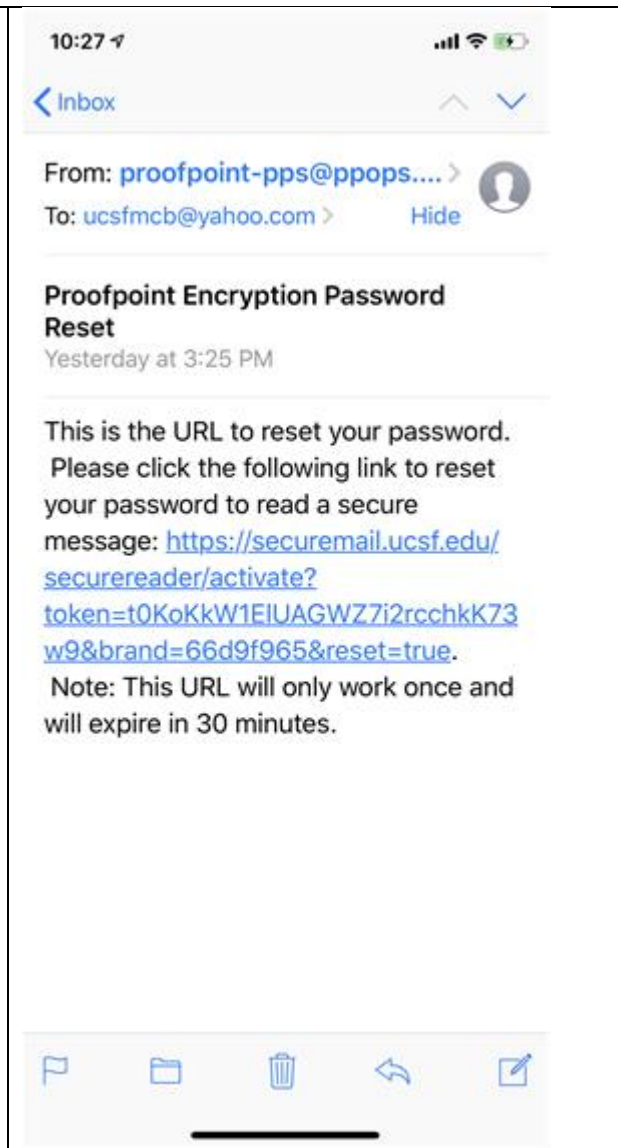
7. Check your Inbox for a *password reset* message from our system
8. Next

The password reset message you receive should look exactly like this.

Check to verify the address of the sender and the **exact** subject line.

9. If you did submit a request to change your password, **click** the *link in the message body*
10. Next

10:27

Inbox

From: proofpoint-pps@ppops....
To: ucsfmcb@yahoo.com   Hide

Proofpoint Encryption Password Reset
Yesterday at 3:25 PM

This is the URL to reset your password. Please click the following link to reset your password to read a secure message: https://securemail.ucsf.edu/securereader/activate?token=t0KoKkW1EIUAGWZ7i2rcchkK73w9&brand=66d9f965&reset=true. Note: This URL will only work once and will expire in 30 minutes.

11. In the **Password field**, *enter a password*
12. In the **Confirm Password** field, *re-enter your password*

Note: the password policy is
- Be 8-30 characters
- Contain at least one digit (0-9)
- Contain at least one symbol (!@#$%&*)
- ***Cannot include your username***

13. *Click* the **Continue** button
14. Next

Once your password has been accepted, the registration porcess is complete.

You will be redirected to the open message in the securemail reader.