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

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Yahoo!		Edit
Inbo	x	
Tdlptest [encrypt#] This is a so 2019-05-0] Test with Encryptic ecure message. Clic 06 10:52 PDT to rea	Monday > on k here by d your mes
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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

3:25 √ Mail			all	? ∎⊃
	â sec	uremail.ucsf.	edu	¢
		Login		
Log in to	read you	r secure messa	ige.	
Password	ł			
		Login		
	Fo	orgot Password		
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 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 <i>password reset</i> message from our system 8. Next 	3:25 1 Mail Securemail.ucsf.edu C Request Sent A password reset message was sent to your email address. Please click the link in that message to reset your password. If you do not receive the password reset			
	message within a few moments, please check your spam folder or other filtering tools.			
	< > <u></u>			

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

Check to verify the address of the sender and the **<u>exact</u>** subject line.

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



11. In the Password field , <i>enter a password</i> 12 In the Confirm Password field <i>re-enter</i>	1:52 7 ∢ Mail			
your password	a securemail.ucsf.edu C			
Note: the password policy is	New Password			
 Be 8-30 characters Contain at least one digit (0-9) 	Enter a new password.			
 Contain at least one symbol (!@#\$%&*) Cannot include your username 	Password Policy			
13. <i>Click</i> the Continue button	Email Address ucsfmcb@yahoo.com			
14.Next	New password			
	•••••			
	Confirm password			
	•••••			
	Continue			
	Cancel			

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

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

