How To Reset The Email Password

There are 2 ways to reset your email password:

1. *Through your webmail account when logged in at chimail.midphase.com*
2. *Through your CHI account when logged in at chi.midphase.com*

Option 1. Through Webmail

To change your email password through the Midphase webmail interface, log in at https://chimail.midphase.com. Once logged in, click on Settings.

Within the settings menu located on the left hand side you will see a password option.

Within the next screen you should be able to change your password.

Option 2. Through CHI

If you do not have access to the webmail account you have the second option of changing your email password through your CHI account (https://chimail.midphase.com). Depending on what services you have will also depend upon where you can access the email section for changing your email password.

If you have a **domain registered** with Midphase you can select the domains section and then select the email tab to bring you to the email accounts.

If you only have a **web hosting package** or **website builder package** with Midphase you can access the email section by selecting the respective sections in your CHI account and then select the email tab to bring you to the email accounts.

After selecting the email tab you will see the list of emails you have created and next to each email address you will see an edit button. Clicking the edit button will present a screen to change the password. After you have clicked on the green save button your password will be updated and you can then access your email account.

If you have email clients (Outlook, Apple Mail, Thunderbird, etc) set up on any devices you will also need to update the email password in the settings of those devices because changing your email password does not automatically change the password on any device. They will need to be done manually in order for your email to function correctly.

Please contact technical support if you have any issues with changing your email password. you can contact support by submitting a ticket through your CHI account, through chat, or over the phone.

> ⓘ The instructions above are for clients who have purchased domain registration, website builder or shared web hosting through https://chi.midphase.com

Related articles

- How To Enable Two-Factor Authentication
- What Is Email Spoofing
- How To Add My Email Account To Entourage
- Does Spam Assassin Work On Email Accounts With Forwarding
- Why Are My Emails Not Getting To Hotmail Or Yahoo Customers