

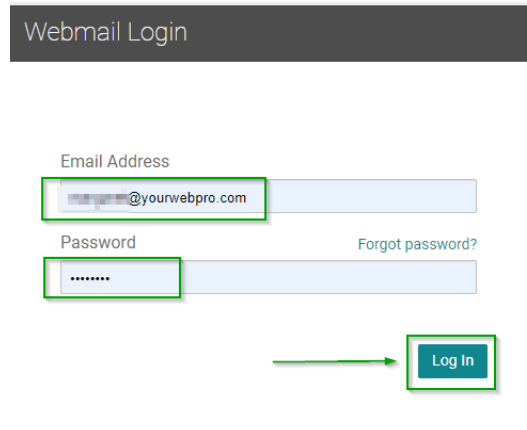
Email - Add / Update Mobile Number

Step #1: Login to Webmail

You will need to add a mobile phone number to verify online password reset requests.

Login to your webmail at: showmyemail.com

If you cannot login, please contact support at: (866) 414-5775 x 300



Webmail Login

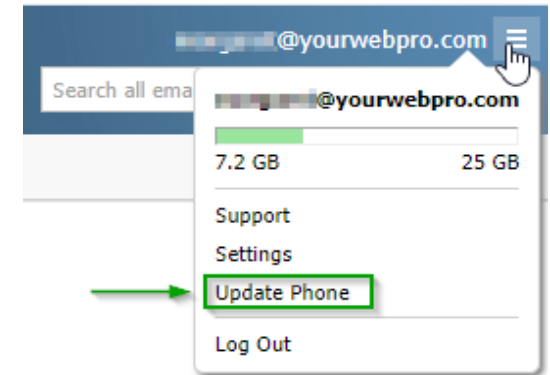
Email Address
[redacted]@yourwebpro.com

Password
[redacted] [Forgot password?](#)

[Log In](#)

Step #2: Update / Add Mobile Phone

Once logged into webmail, on the top right of the page click the menu drop down as shown and then click 'Update Phone'.



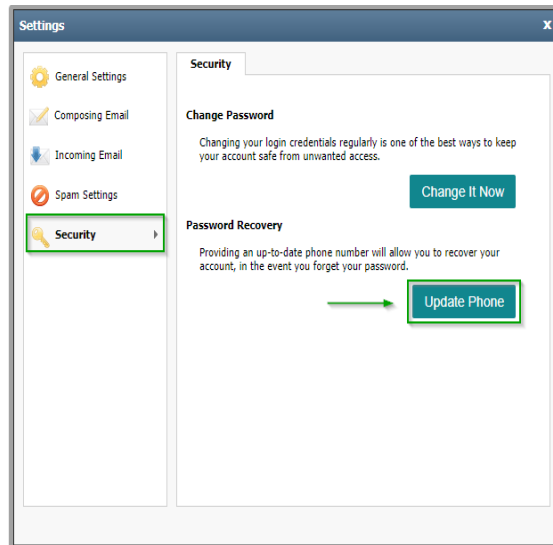
Search all email
[redacted]@yourwebpro.com

7.2 GB 25 GB

Support
Settings
Update Phone
Log Out

Step #3: Update / Add Mobile Phone (cont.)

Go to 'Security' as shown then click 'Update Phone'



Settings

General Settings
Composing Email
Incoming Email
Spam Settings
Security

Security

Change Password
Changing your login credentials regularly is one of the best ways to keep your account safe from unwanted access.
[Change It Now](#)

Password Recovery
Providing an up-to-date phone number will allow you to recover your account, in the event you forget your password.
[Update Phone](#)

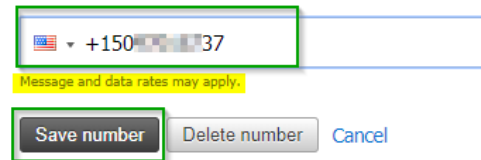
Step #4: Update / Add Mobile Phone (cont.)

Enter your mobile phone as shown below and then click 'Save number'.

A verification code will be sent to this phone number if you forget your email

Update Your Phone Number

Thank you for keeping your phone number up-to-date! We'll use it to send you a verification code if you ever forget your password.



+150 [redacted] 37

Message and data rates may apply.

[Save number](#) [Delete number](#) [Cancel](#)



Email - Add / Update Mobile Number

Step #5: Verify Mobile Number

Check your text messages on your mobile phone for a 6 digit code that you will enter in as shown below

Once the number has been entered in, click 'Verify'

Verify your mobile number

A text message with a 6 digit verification code has been sent to +150[redacted]37. Please enter this code below.

If you do not receive code within 2 minutes, [resend code.](#)

Step #6: Verify Mobile Phone (final.)

You will receive a verification that your code has been accepted and then next time your password needs to be reset, the system will text the code to the mobile number entered during this process.

Click 'Close Window'

Thanks, it worked!

The next time you forget your password, we'll simply text you a code to verify your account. You can always update your phone number from the user menu located in the top right corner of webmail.

Close Window



See Next page for Password Reset Instructions...

Email - Reset Password

Step #1: Failed Login

If you are unable to login and are receiving a failed login attempt as shown below, you may reset your password online using the following directions.

Please ensure that you have a mobile number setup as shown in on the previous pages and click **'Forgot Password'**

Webmail Login

Login Failed.

Email Address
[redacted]@yourwebpro.com

Password
.....

Forgot password?

Log In

Step #2: Enter Email Address

Input your full email address and click **'Next'**.

If you have a mobile phone number setup for verification you will receive a recovery code via text as shown in the next several steps below.

Enter Email Address

Submit your full email address to determine which password reset options are available for your account.

Email Address:

Email Address

Next Back to Login

Step #3: Verify Mobile Phone

Enter your full mobile phone number to receive the password recovery code, then click **'Next'**.

Verify Mobile Phone

This email address is associated with the mobile phone number that ends with 37. Please retype your full mobile phone number below so we can text you a recovery code.

Phone Number:

Mobile Number

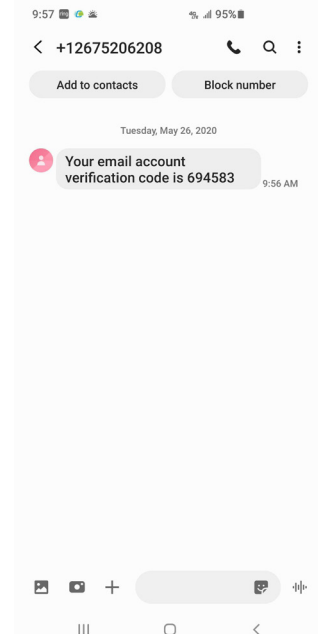
Message and data rates may apply.

Next Back to Login

Step #4: Recovery Code

Check your mobile phone for your 6 digit recovery code and enter it as shown in step #5.

If you have any issues or errors with the steps as shown so far, please contact support at: (866) 414-5775 ext. 300 for assistance.



Email - Reset Password

Step #5: Enter Recovery Code

Enter the 6 digit code that was sent to your mobile number, then click 'Next'

Enter Verification Code

We just sent a verification code to +150 555 5557. Enter it below to confirm your account.

If you do not receive code within 2 minutes, re-send code.

 [Back to Login](#)

Step #6: Enter New Password

Enter and confirm your new password. Click 'Reset Password'.
A requirements window will show when you have a weak, good or strong password as shown below.

Reset Your Password

You've successfully verified your account. Enter new password below.

New Password:

Confirm Password:

 [Back to Login](#)

Weak	Good	Strong
Requirements (longer is better):		
• At least 8 characters long		
• At least 3 of the following:		
• At least one lowercase character		
• At least one uppercase character		
• At least one number		
• At least one non-alphanumeric (!, \$, #, %, space, etc.)		

Step #7: Password Reset Confirmation

You will receive a confirmation that your password has been successfully reset - as shown below.

Your Password Has Been Reset!

Don't forget to update your password on any email programs you use on your computer or phone.

[Click here](#) to login to your Webmail account.

Failed Password Reset - Contact Your Admin

If you receive a failed password message or contact administrator after completing steps 1-7, please contact support at: (866) 414-5775 ext. 300 for assistance.

Contact Your Admin

Your email account's password is maintained by your company's email administrator. Please contact them to retrieve or reset your password.