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How to recover an e-mail account password

E-mail

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How to recover an e-mail account password

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Losing a mailbox password is solved one of two ways, and which one applies comes down to a single question: **are you the hosting owner, or do you only use the mailbox?**

Before you start:
This is **an e-mail account password - the one you type on your phone, in Outlook and in webmail**. It is not the same as your **My Interweb** one, nor your **cPanel** one, nor the one on any other e-mail account - they are independent, and changing one does not touch the others.

Who you are	Route	What you need
The hosting owner	Set a new one from cPanel	Access to cPanel
Just a mailbox user	Reset from webmail	Security questions set **beforehand**

Route 1 - set a new one from cPanel

1. Log in to cPanel and open **Email Accounts**.
2. On the account in question, click **Manage**.
3. Type the new password and save. You do not need the old one - the hosting owner is in charge of the mailbox.

Route 2 - reset from webmail

This is for people who use the mailbox but have no cPanel. The webmail login page has a **Reset Password** option: you enter the full e-mail address and answer that account's **security questions**.

It only works if you prepared in advance:

The security questions must have been set **before** you lost access. If you never set them, this route is not available and cPanel is the only way out. **Log in to webmail today, open the security section and set them** - it takes two minutes and you only ever thank yourself once.

If you are not the one managing the hosting:

Speak to whoever looks after your company's website or domain - that person has cPanel. We can only change mailboxes at the request of the account holder.

Once the new one is set

Update it on **every device** using the mailbox: phone, tablet, the office Outlook, the one at home. A single one left behind keeps trying with the old password, and that **can get your IP blocked by the firewall** - one of the most common causes of blocking we see.

For routine changes, see **how to change an e-mail account password**. If all you want is to get into the mailbox, **how to access your webmail**.

NEED A HAND?

Locked out of the mailbox and cPanel?

Ask for help →

SEE ALSO

- **How to change an e-mail account password** →
- **How to write an e-mail that does not land in spam: behaviour, recipients and limits** →
- **How to stop spam in Outlook: the filter on your computer and the one on the server** →
- **Need e-mail on your domain? See the Professional E-mail plans.** →

PROFESSIONAL E-MAIL

Your e-mail should carry your company name.

Mailboxes on your own domain, with webmail, antispam and automatic setup on phone and desktop.

See e-mail plans →

Works in Outlook, on your phone and in the browser

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