

MIDTEL Email Password Management Guide

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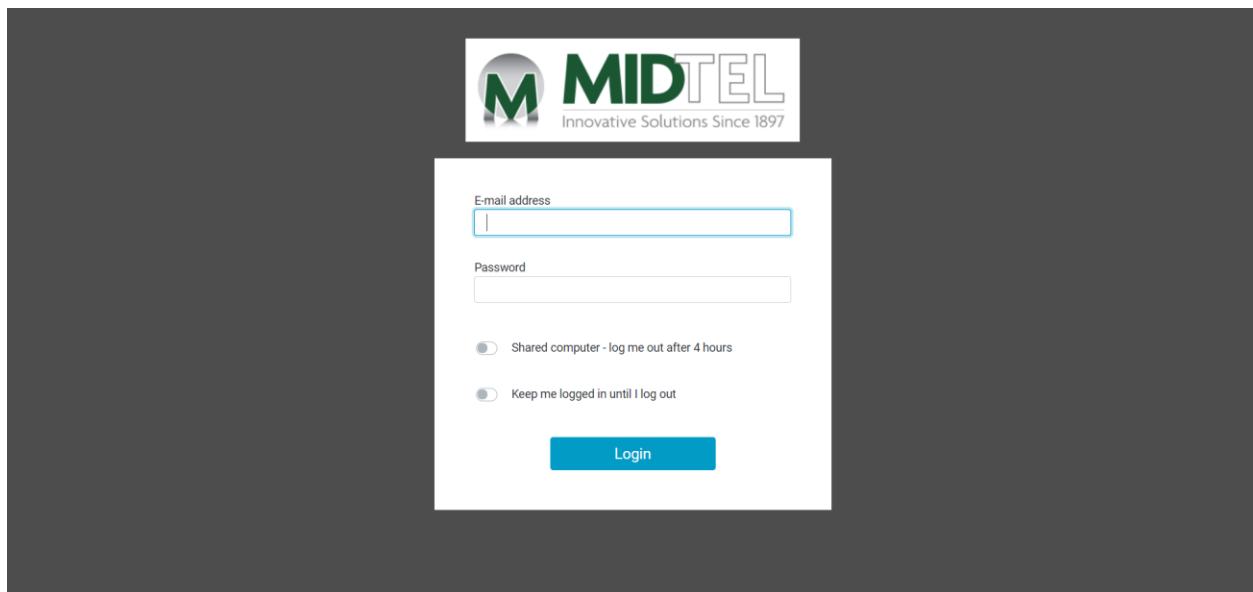
1. Introduction

MIDTEL provides two methods to self-reset/recover your email password. These options include a text message and a secondary email account. You can choose to set up any of the available options you'd like, or both of them. This process will work for those with email addresses that end with "@midtel.net." It is important that this is set up **BEFORE** you find yourself needing to reset/recover your email password.

Steps to self recover a password can only be used once you have set up the following Password Recovery service. If you have forgotten your password and have not activated these settings, please call us at 518.827.5211 and we will manually reset your password for you.

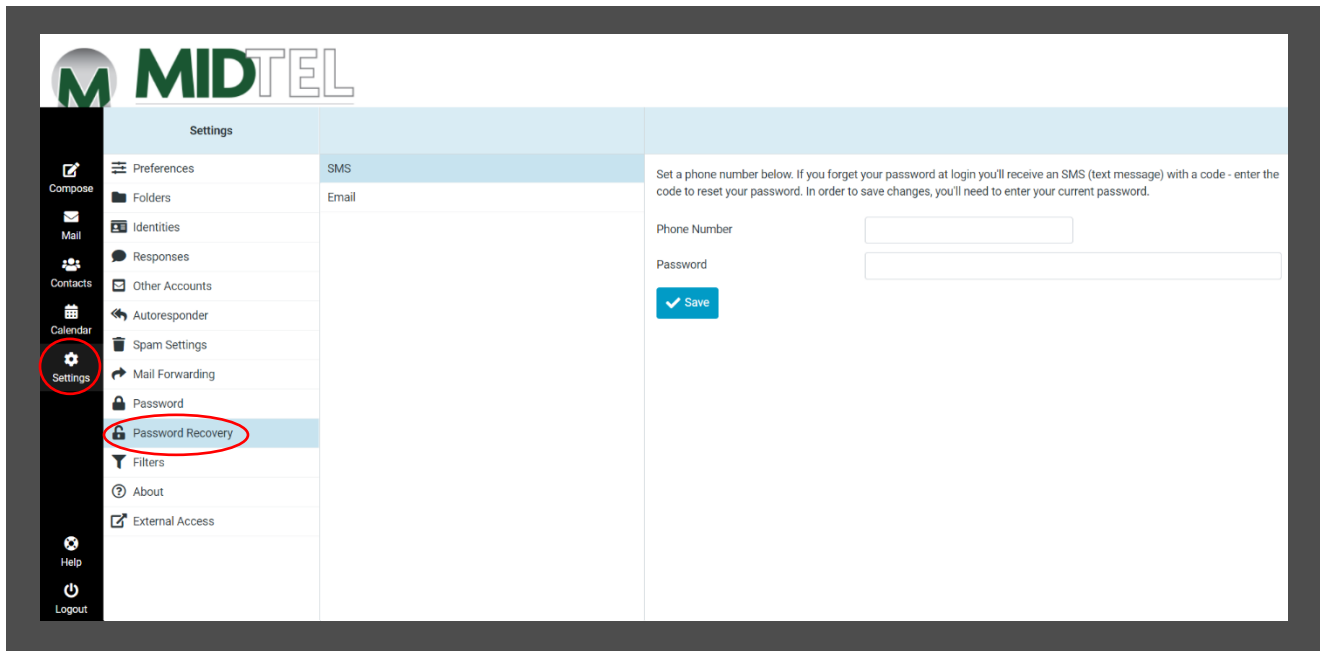
2. Accessing your Webmail Account

Step 1: Open MIDTEL's Webmail service and log in with your credentials at <https://mail.midtel.net/>.

The screenshot shows the login interface for MIDTEL's webmail service. At the top center is the MIDTEL logo with the tagline "Innovative Solutions Since 1897". Below the logo is a white login box. Inside this box, there are two input fields: "E-mail address" and "Password". Below these fields are two radio button options: "Shared computer - log me out after 4 hours" and "Keep me logged in until I log out". At the bottom of the login box is a blue "Login" button.

3. Navigating to the Password Recovery Settings

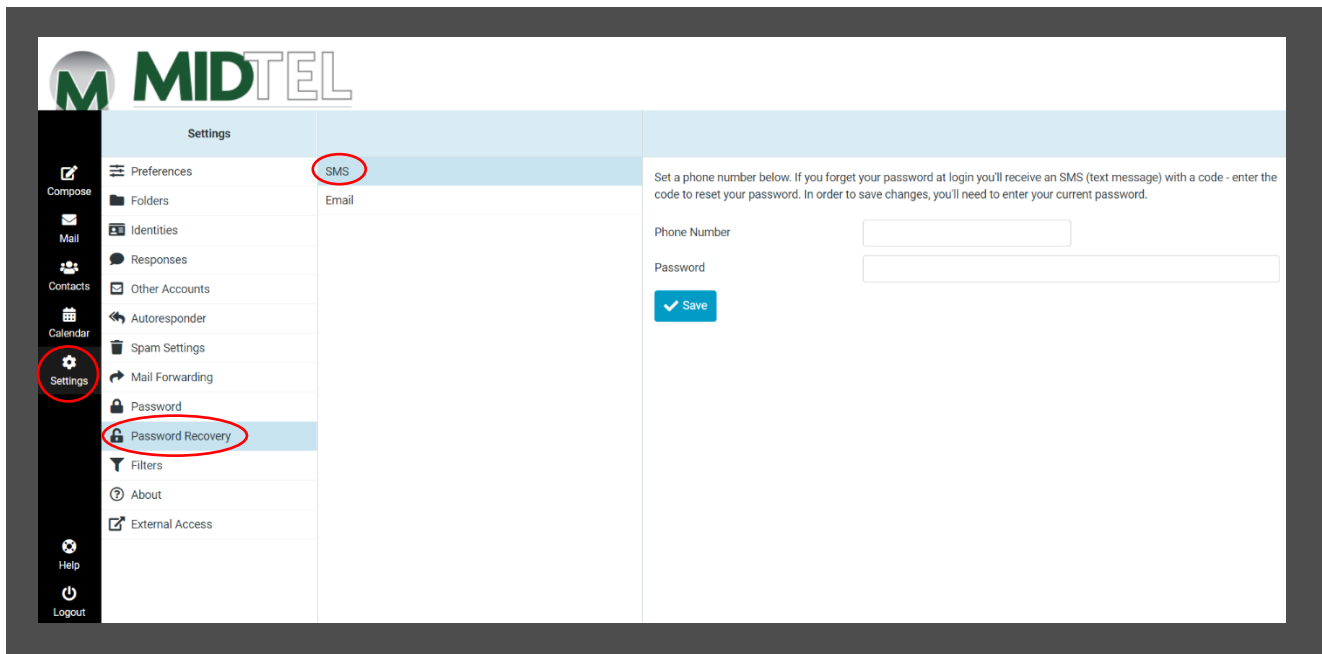
Step 1: Navigate to “Settings” to find the “Password Recovery” tab. There are two recovery options to choose from, and you may set up as many as you prefer. The set up for each option will be explained in the upcoming sections.



4. Recovery Options

4.1. SMS / Text Message

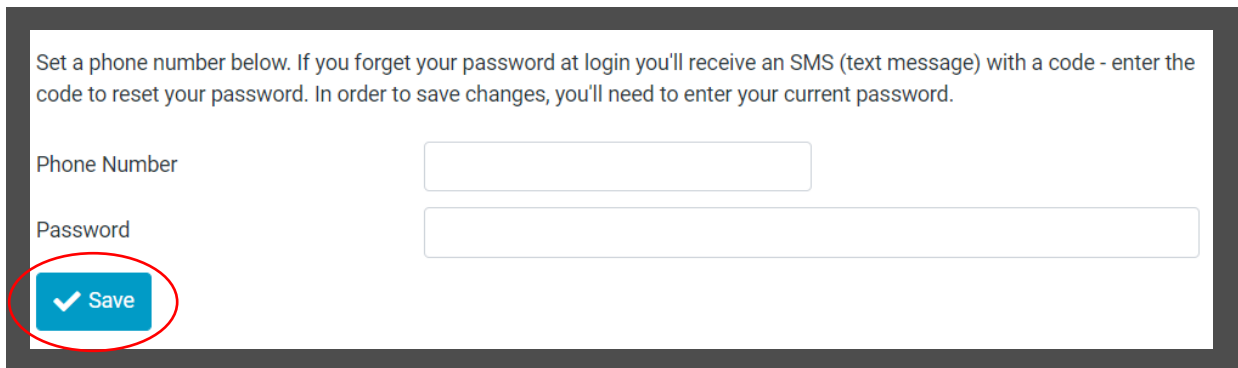
Step 1: Under the “Password Recovery” Settings tab, click on “SMS”.



The screenshot shows the MIDTEL web interface. On the left is a sidebar with navigation icons: Compose, Mail, Contacts, Calendar, Settings (circled in red), Help, and Logout. The main content area is titled 'Settings' and contains a list of options: Preferences, Folders, Identities, Responses, Other Accounts, Autoresponder, Spam Settings, Mail Forwarding, Password, Password Recovery (circled in red), Filters, About, and External Access. Within the 'Password Recovery' section, the 'SMS' tab is selected and circled in red. The right-hand pane displays instructions: 'Set a phone number below. If you forget your password at login you'll receive an SMS (text message) with a code - enter the code to reset your password. In order to save changes, you'll need to enter your current password.' Below this text are two input fields: 'Phone Number' and 'Password'. A blue 'Save' button with a checkmark is positioned below the 'Password' field.

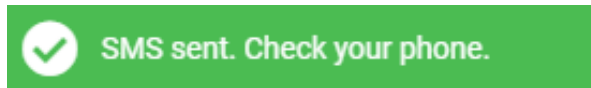
Step 2: You will see a space to insert a 10-digit mobile phone number to use in the case you have forgotten your password. The number you enter **must be a mobile number that can receive text messages**.

Once the mobile number is entered, enter your current MIDTEL email password in the proper field, and click Save. *(The password field is case sensitive).*



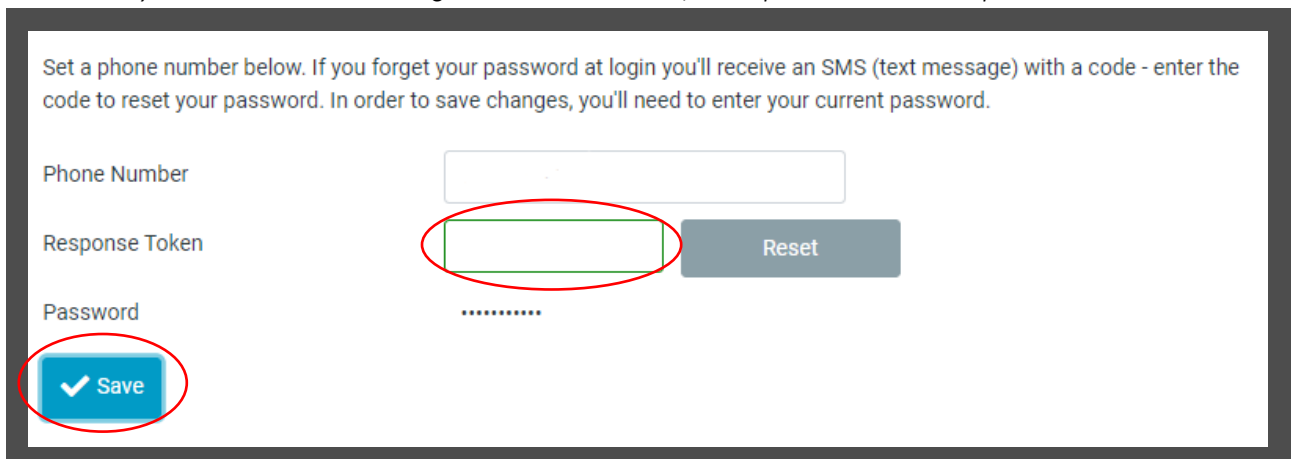
This is a close-up of the form shown in the previous screenshot. It includes the same instructional text at the top. Below the text are the 'Phone Number' and 'Password' input fields. The blue 'Save' button, which has a white checkmark, is circled in red.

Step 3: After clicking on “Save”, you should see a green notification that says **“SMS sent. Check your phone.”** If you did not see this message, ensure that your number entered includes the 3-digit area code, and the password was typed correctly before attempting to save again.



Once you see the green message, a new field titled “Response Token” will also appear. A corresponding message will be sent to your phone stating **“Use this token to complete password recovery setup,”** and is accompanied with an 8-digit response token.

*Note: The “Reset” button shown will **ONLY** resend a response token to a user. Do not click it unless you have taken too long to enter the token, as explained in the step below.*



Step 4: Check your phone for the Response Token and enter that number in the new field. Once you click save, there will be a green confirmation box that says **“Password Recovery Updated.”**

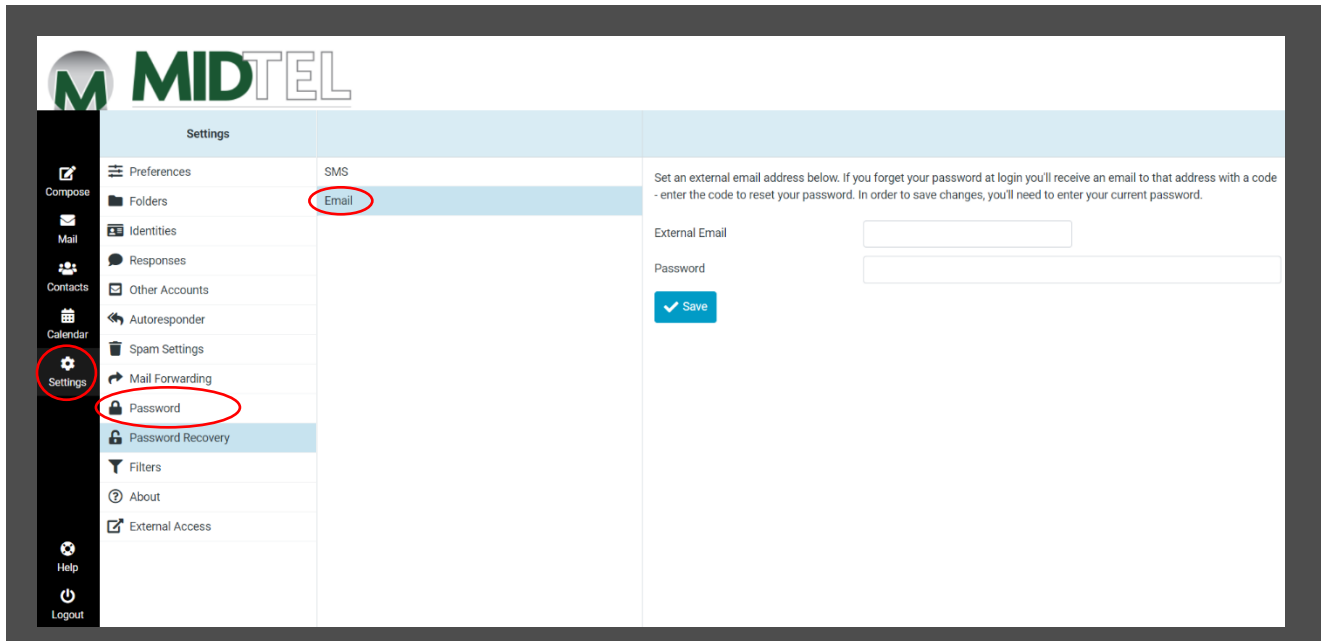


If you do not see this notification, ensure that you typed in the correct number without any spaces, and that your password is entered correctly. It is possible that if you took too long to access the code, it will expire after a period of time. If this occurs, click the “reset” button next to the response token field, and use the newly sent code instead. You must see the notification for your information to be saved.

Once the green confirmation notification appears, you have successfully set up the SMS recovery option, and you can now use it in the case that you have forgotten your password. View [Section 5](#) to follow the steps to recover a password using this option.

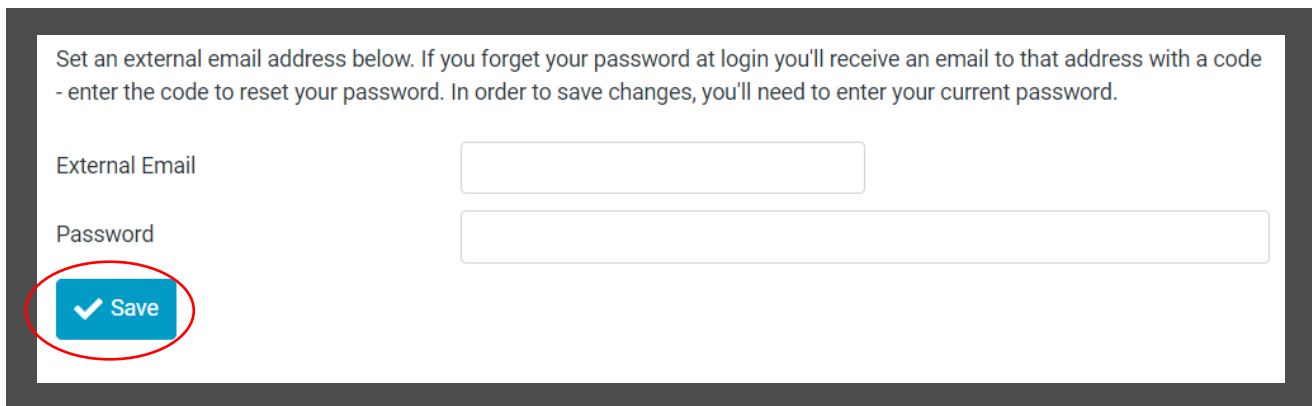
4.2. Secondary Email

Step 1: Under the “Password Recovery” Settings tab, click on “Email”.

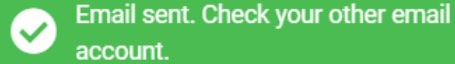


Step 2: You will see a text box to insert a secondary email address that will be used in the case you have forgotten your password. The email you enter **must be one you will still have access to in the event that you forget your MIDTEL email password.**

Once the secondary email address is entered, enter your current MIDTEL email password in the proper field, and click “Save”. (*The password field is case sensitive*).



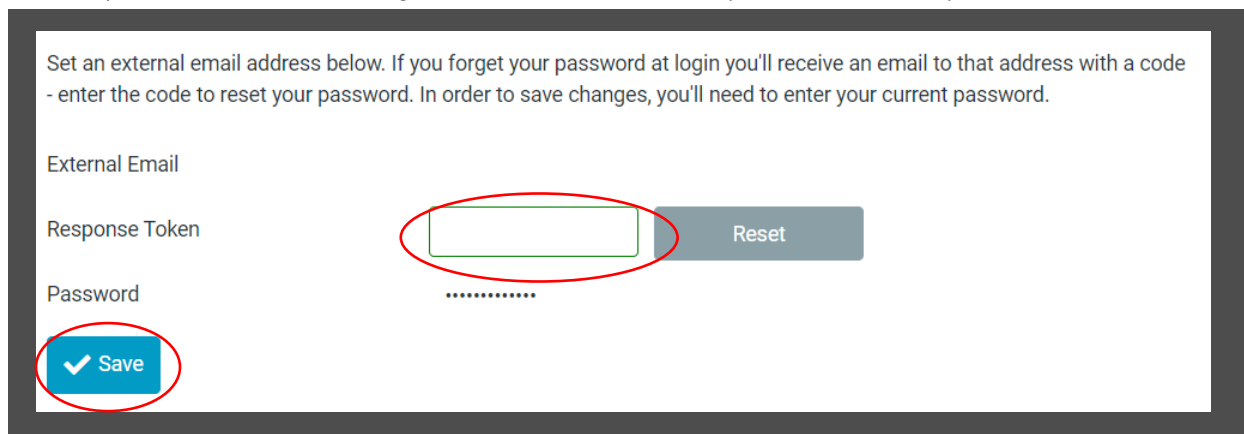
Step 3: After clicking on “Save,” you should see a green message on the bottom right-hand corner of your screen that says **“Email sent. Check your other email account.”** If you did not see this message, ensure that your email is valid and the password was typed correctly.



Email sent. Check your other email account.

Once the green message appears, a new field titled “Response Token” will also be shown. A corresponding message was sent to your secondary email stating **“Use this token to complete password recovery setup,”** with a Subject Header of **“Password Recovery Setup.”** It will be accompanied with an 8-digit response token.

*Note: The “Reset” button shown will **ONLY** resend a response token to a user. Do not click it unless you have taken too long to enter the token, as explained in the step below.*



Set an external email address below. If you forget your password at login you'll receive an email to that address with a code - enter the code to reset your password. In order to save changes, you'll need to enter your current password.

External Email

Response Token

Password

Step 4: Check your email for the Response Token and enter that 8-digit response token number in the field. Click save for a green notification that says **“Password Recovery Updated”** to appear.



Password Recovery updated

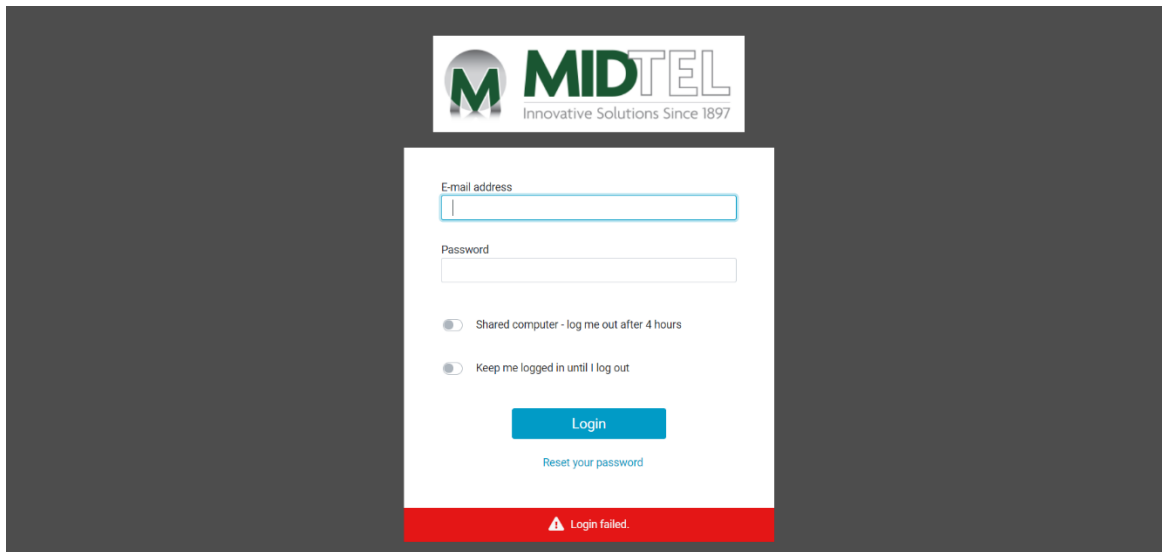
If you do not see this notification, ensure that you typed in the correct number without any spaces, and that your password is entered correctly. It is possible that if you took too long to access the code, it will expire after a period of time. If this occurs, click the “reset” button next to the response token field, and use the newly sent code instead. You must see the notification for your information to be saved.

Once the green confirmation notification appears, you have successfully set up the Secondary Email recovery option, and you can now use it in the case that you have forgotten your password. View [Section 5](#) to follow the steps to recover a password using this option.

5. Recovering a Forgotten Password

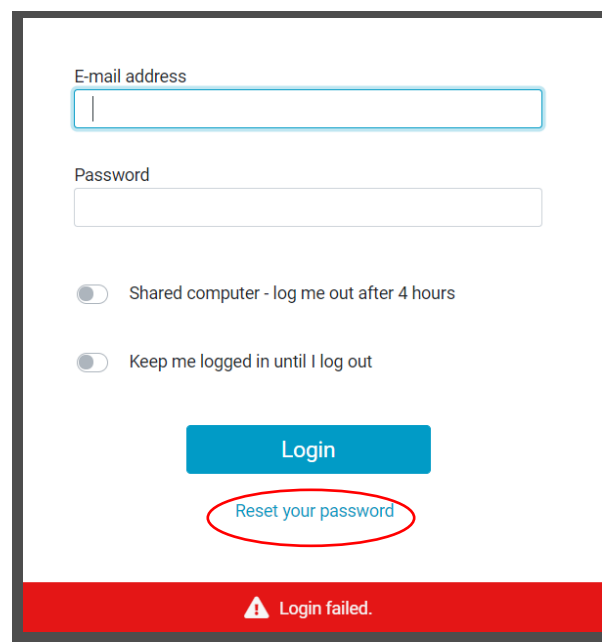
After you have set up at least one recovery option, it will now be available for you to use in the case that you had forgotten your MIDTEL email password.

Step 1: If you are experiencing issues logging into your MIDTEL email account, you should be viewing a page such as the one below.



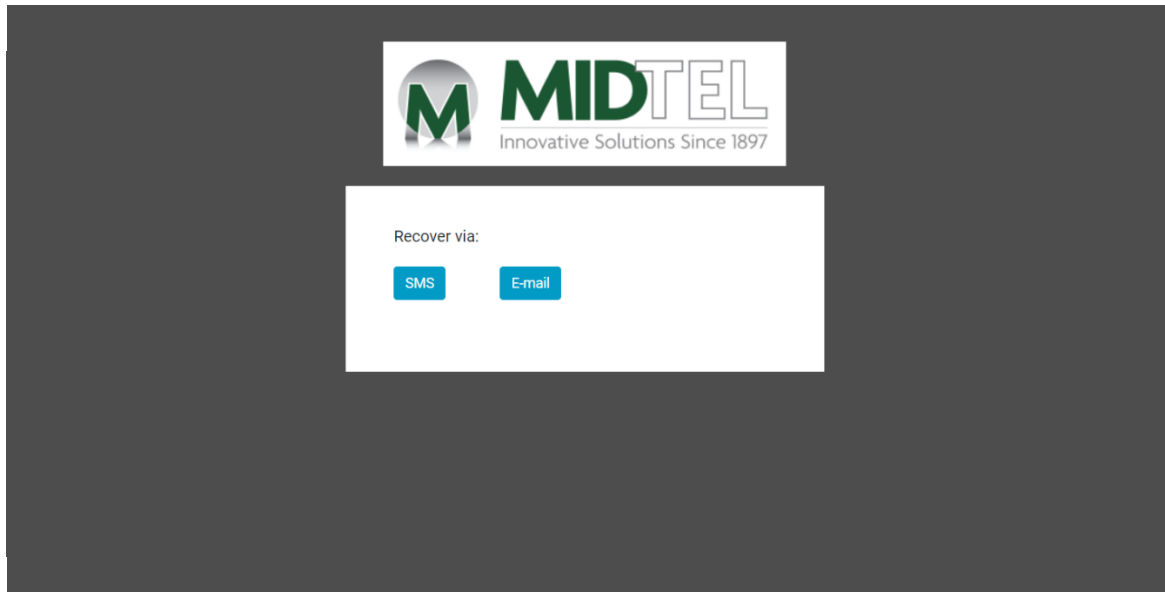
The screenshot shows the MIDTEL login interface. At the top is the MIDTEL logo with the tagline 'Innovative Solutions Since 1897'. Below the logo are two input fields: 'E-mail address' and 'Password'. There are two toggle switches: 'Shared computer - log me out after 4 hours' and 'Keep me logged in until I log out'. A blue 'Login' button is centered below the inputs. Below the button is a link that says 'Reset your password'. At the bottom of the form, a red banner displays a warning icon and the text 'Login failed.'

From this screen, click on the **“reset your password”** link. If this link did not appear under the Login button after a failed login attempt, then it is possible you have not yet set up a password recovery option. This feature must have been completed ahead of time in order to apply.



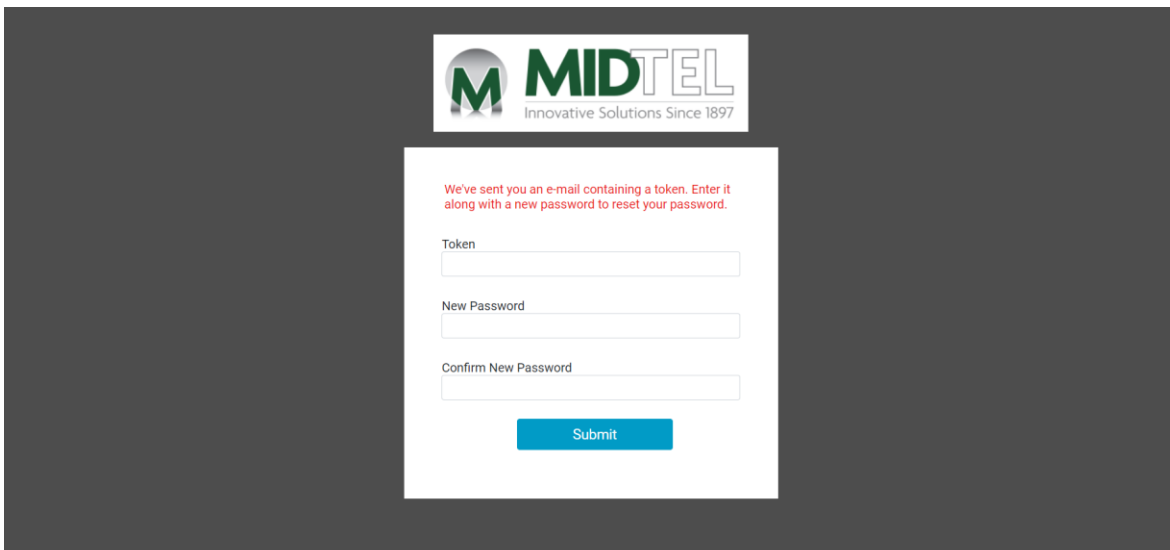
This is a close-up of the login form. It shows the 'E-mail address' and 'Password' input fields, the two toggle switches, the blue 'Login' button, and the 'Reset your password' link. The 'Reset your password' link is circled in red. At the bottom, a red banner shows a warning icon and the text 'Login failed.'

Step 2: You will be brought to a screen that says ***“Recover via”*** that will list the available options to reset your password through. Depending on which options you have previously set up, the options will be some combination of SMS and Email. Click on your preferred method.



Step 3: Similar to when you had to set up a recovery option, a token will be sent to you via SMS or Secondary Email (depending on your choice). Once received, enter the token in the appropriate field, and fill out what you would like your new password to be. The new password will need to meet a strength requirement. You must have at least 10 characters that are a combination of: an uppercase letter, a lowercase letter, a number, and a symbol.

The example below is the screen if the “Email” option is chosen:

A screenshot of a web interface for password recovery, specifically for the 'Email' option. At the top is the MIDTEL logo with the tagline 'Innovative Solutions Since 1897'. Below the logo, a red message states: 'We've sent you an e-mail containing a token. Enter it along with a new password to reset your password.' Below this message are three input fields: 'Token', 'New Password', and 'Confirm New Password'. At the bottom of the form is a blue 'Submit' button.

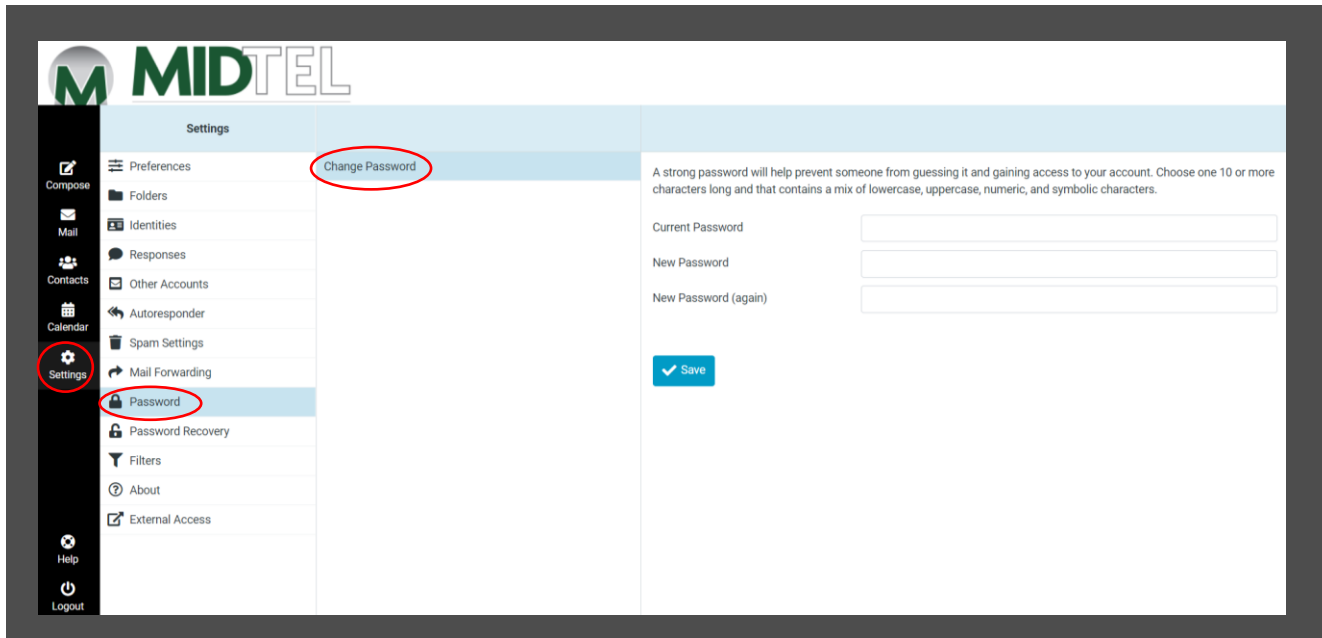
Step 4: Regardless of which recovery option you choose, once you have clicked “Submit”, a message stating “Your password has been reset! Login with your new password.” You should now be able to go through the login process and access your account.



6. Changing Your Password While Logged In

As always, if you are currently logged into your Webmail account, you have the ability to change your password at any time.

Step 1: Navigate to Settings, the “Password Tab,” and then “Change Password.”



Step 2: Enter your current password in the first text box, and then you may enter what you wish your new password to be. Click “Save” when you are ready.

You should see a green notification on the bottom right-hand side of your screen to confirm the change was processed. If you do not see a notification, ensure your current password was typed correctly and then attempt to save again.



Once you see this notification, your password has successfully been changed.