

Student E-mail

Changing your e-mail password

Your passwords should always be kept private and it is a good idea to change your passwords from time to time. A password is assigned to you when your e-mail account is created. This password should be changed. The following document will go through the steps for changing your e-mail password. Passwords for other systems such as Banner and Ban Web are not linked to your e-mail password and need to be changed individually.

Please note passwords must be at least 8 characters including a number, an uppercase letter, and a special character (~!@#)\$

example: [Abcd123#](#)

Changing you e-mail password using Outlook Web Access:

1. Log into <https://mail.westernu.edu> using your current WesternU username and password. If you do not know your current username or password please contact Tech Support at (909) 469-5432
2. Once logged in, locate the Options Button in the top right hand corner of the screen. Then select "Change Your Password..." from the drop down menu.
3. Follow the instructions on this next page; it will ask you type in your current password, then your new password twice. When done click the Save Button at the bottom of the screen.
4. You should receive a message that says "Your password has been changed". If you do not see this you may need to alter your new password to meet the criteria listed above.

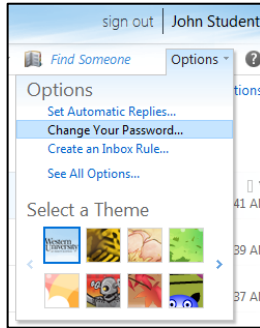
Please contact Tech Support at (909) 469-5432 or techsupport@westernu.edu if you need any assistance with your e-mail account.

Step 1:



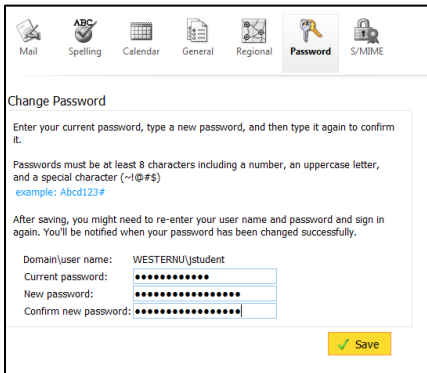
Log into mail.westernu.edu using your current WesternU username and password.

Step 2:



Once logged in, locate the Options Button in the top right hand corner of the screen. Then Select Change Your Password... from the drop down menu.

Step 3:



Follow the instructions on this next page, it will have you type in your current password then your new password twice. When done click the Save Button at the bottom of the screen.

Step 4:



If you get this message you have successfully changed your password. If you do not see this you may need to alter your new password to meet the criteria listed above.