How to Change Your Email Password

A safe and secure password or pass phrase is very important. If you have a weak password, you will receive an email from help@grm.net notifying you to change your password.
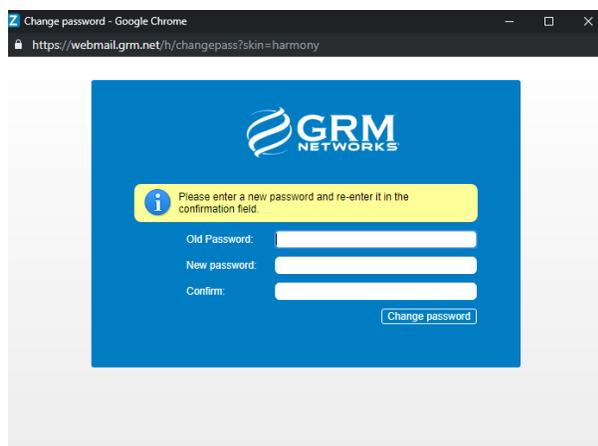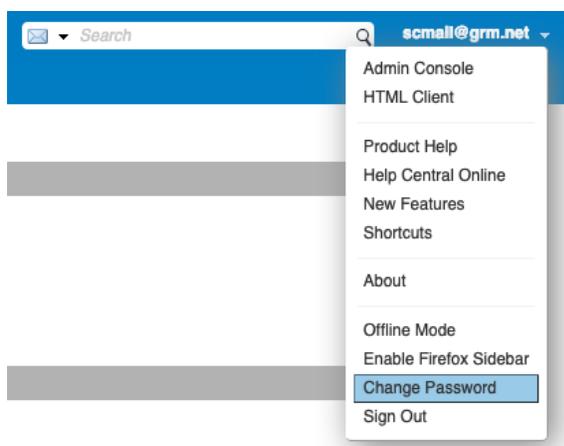
Ideally it is best to use longer, more complex pass phrases to properly protect yourself, and your company, from hackers. The Zimbra system supports passwords up to 64 characters. We request a minimum password length of 12-15 characters. Your password must include at least one UPPER CASE letter, one lower case letter, one special character, and one number. (For example: iLoVemymom!88 or *BeingAGrooVygrannyISgr8)

Please NOTE:
1. If you are only using webmail, this is the only place you will have to change your password.
2. If you are using an email app or client, you will need to change your password in the email client or app as well. Email client configuration guides are available at www.grm.net/email.
3. Passwords expire after 1 year and must be changed at that time.
4. Changing your password more frequently is advised.
5. You can never re-use your current password.
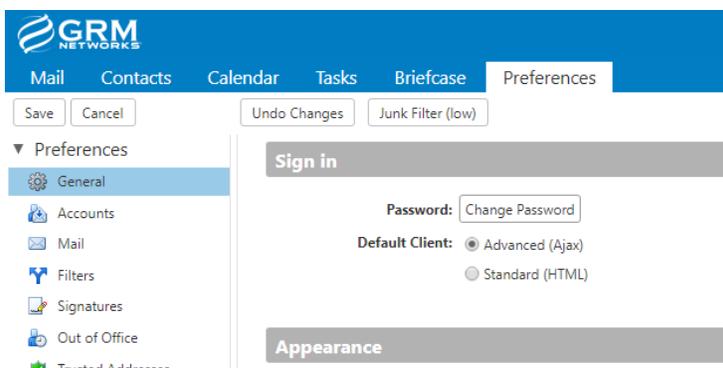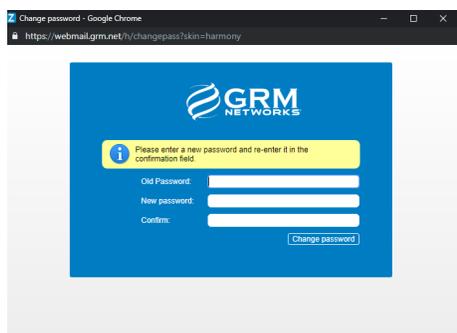6. Write your password down in a secure location until you memorize it then destroy the note.

Follow the instructions below to change your password/pass phrase in the GRM webmail portal.

- Go to https://webmail.grm.net and log into the webmail system using your @grm.net email address and current password.
- Click on the drop down icon arrow next to your mailbox name in the top right corner. In this menu simply select **Change Password** and follow the instructions.

The steps below detail another way to change your password/ pass phrase.

1) Go to https://webmail.grm.net and log into your account using your current password.
2) Click on the **Preferences** tab.
3) Ensure **General** is selected in the left-hand column.
4) Click the **Change Password** button.
5) Complete the fields in the pop-up window and click **Change password** to complete.

If you experience any issues trying to change your password/pass phrase, please call the 24/7 tech support line at 800-721-2577.