PASSWORD RECOVERY

Password recovery is available for setup at webmail.gwi.net and you can enter your cell number to receive a text message or you can create challenge questions. ***You must know your existing password to set this up.***

We have all forgotten a password at some point in time and needed to recover/reset it. To reset, you can login to the webmail interface and click the settings button in the far left margin.
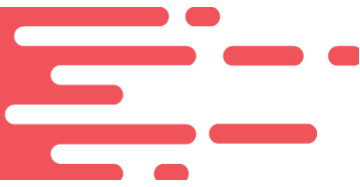

This pops a menu to the right and you will see Password Recovery. Click it.
That click will change your view at the right and SMS is highlighted.

This is where you can put the information for the alternate contact methods that are being used.
1.   Cell phone number to receive a text message
2.   Challenge question(s)

Default is SMS when you start to set this up and this is what you will see.

Put your full cell phone number in the phone number box with no spaces and no dashes, then enter the current email password and click save.

Click Challenge to setup challenge questions and answers

You can pick any challenge/response and by clicking on the "Add" button and populating the challenge and response fields. Click save when you are finished.

You have now set up password recovery. If you ever want to reset your password or if you or your device has forgotten the password, you can fix this on your own.

Forgot your password will not appear until there is a failed login attempt. If you are someone that likes to keep hackers guessing by changing passwords frequently, you will need to enter your email address and click login to see "Forgot Your Password".