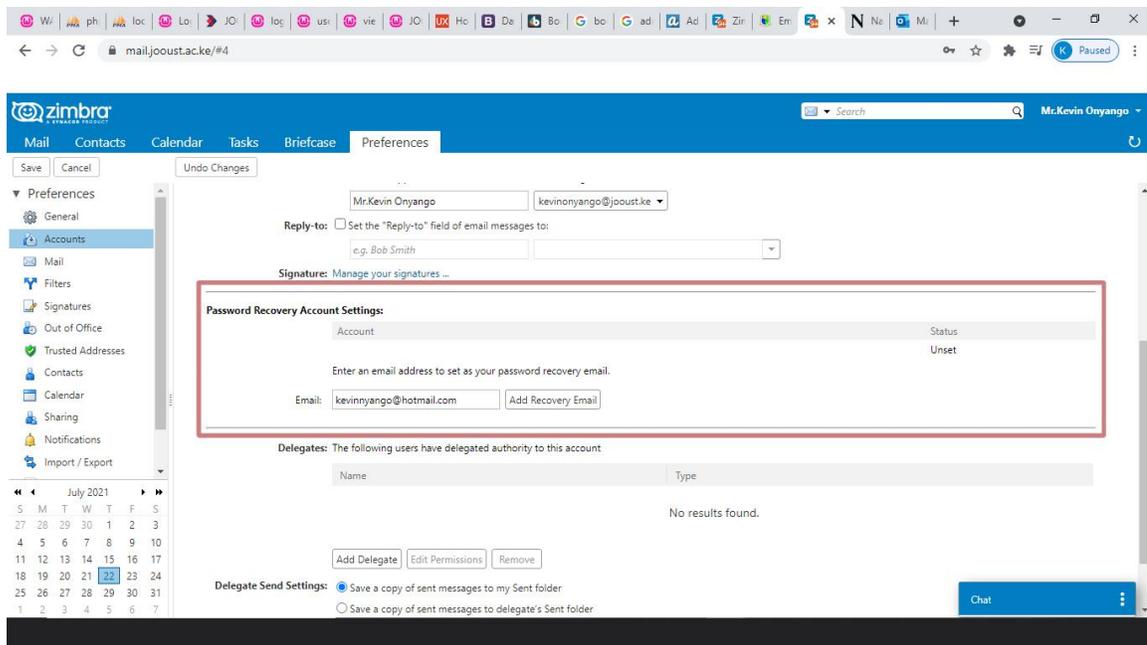


1. Setting Up a Password Recovery Email

1. Log in to Zimbra Webmail
 - Open your web browser and go to your Zimbra Web Client URL (e.g., <https://mail.jooust.ac.ke>).
 - Enter your username and password, then click Login.
2. Access Account Preferences
 - Click the Preferences tab in the top menu.
 - Select Accounts from the left panel.
3. Set a Recovery Email
 - Under the Password Recovery Account Settings, locate the Recovery Email Address field.
 - Enter a valid alternative email address where you can receive password reset instructions.



4. Verify the Recovery Email
 - Click the Send Code button next to the email field.
 - Check your recovery email inbox for a verification code.
 - Enter the code in the provided field in Zimbra and click Verify.
5. Save Changes
 - Click Save at the top left of the Preferences page.

2. Resetting Your Zimbra Password Using Recovery Email

If you forget your password, follow these steps to reset it using your recovery email.

1. Go to the Zimbra Login Page
 - Open your browser and navigate to your Zimbra webmail login page (<https://mail.jooust.ac.ke>).
2. Click "Forgot Password?"
 - On the login page, click the Forgot Password? link (if enabled by your administrator).
3. Enter Your Email Address
 - Type your Zimbra account email address and click Submit.
4. Check Your Recovery Email
 - Open your recovery email inbox and look for a password reset email from Zimbra.
 - Click the reset link provided in the email.
5. Set a New Password
 - Enter a new strong password, confirm it, and click Reset Password.
6. Login with Your New Password
 - Return to the Zimbra login page and sign in with your new password.

3. Troubleshooting Password Recovery Issues

- No "Forgot Password?" Link?
 - The feature may be disabled by the administrator. Contact your IT support for assistance.
- Didn't Receive the Recovery Email?
 - Check your Spam/Junk folder.
 - Ensure the correct recovery email address is set in your Zimbra account.
- Verification Code Not Working?
 - Request a new verification code by clicking Resend Code.
- Cannot Access Recovery Email?
 - Contact your Zimbra administrator to reset your password manually.