

Suffolk University Webmail: Changing Your Email Password

You must be on campus, using a computer connected to the Suffolk network, to change your password online.

If you are not on campus, and will not be on campus soon to change your password, contact the [Help Desk](#) at (617) 557-2000 for assistance.

1. To change your password, go to the Suffolk Webmail login page at <http://sumail.suffolk.edu/>. Do not log in to Webmail. Select the Change Your Password link.
2. When the User Authentication window opens, enter your email User ID (Username) and Password, then click on the Login button.
3. The Suffolk University Email Management window will open. You will see your user information, including your name, username, and email address
4. To change your password, select Reset Your Password from the left navigation menu.
5. In the Set User Password window, you will be prompted to enter your new password twice. Both entries must be identical.

Your new password must meet these requirements to be accepted by the system:

- Your password must contain at least 2 numbers (0-9).
 - Your password must contain at least 2 letters (A-Z/a-z). You may use upper or lower case letters, but remember that your password is case-sensitive.
 - Your password must be at least 8 characters long.
 - Your password may also include non-alphanumeric characters or symbols, such as @, #, \$, or &.
6. Click on the Set Password button to change your password.

If your new password does not meet the requirements outlined above, an error message window will open. To correct the error described in this window, re-open the Reset Your Password window using the left navigation menu and try again.

When you see the Congratulations message, you can use your new password to log in to Webmail.

If you're concerned that your new password may be difficult to remember, read our suggestions for [creating a memorable password](#).