

# What if I forgot my email account password?

Due to the pervasive problem of email account hacking, it is important to know how to change your account password quickly if you suspect your account was compromised. If you forgot your current password, you have several options.

## 1. Call Compass and request a password reset.

- NOTE: For security and privacy reasons, Compass does not save email account passwords for customers. We cannot recover lost ones, but we can reset the password and give you a new one.
- Also, be aware that if you DO reset your password, you will need to go to every device where that email account was installed and change the password promptly. Otherwise, the device will keep trying to log in to your account to retrieve emails using the expired password and our mail server security settings may ban your IP addresses for "Too many failed login attempts".

## 2. Try recovering saved password information inside your email client.

This is not a guaranteed solution for all email clients, but it may work for some.

- **Microsoft Outlook**

- Try the solution explained [here](#).

- **Thunderbird Mail**

- Go to the main Thunderbird menu in the upper-left corner.
  - Click on Tools --> Settings --> Privacy & Security --> Saved Passwords.
  - Make sure you select the "show passwords" button in the lower-right corner of the pop-up. All of your saved passwords should be visible. You can then right-click on any of the passwords to edit them.

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