



Zimbra (Govmail) – Recovery Email Setup Guide

Purpose

Setting a recovery email allows you to reset your password if you forget it. All users are required to complete this setup.

Step 1 — Log in to Govmail

1. Open your browser
2. Go to: <https://mail.gov.vc/>
3. Enter your Government email and password
4. Click Sign In

Step 2 — Go to Account Settings

1. Click Preferences at the top (See first red arrow in the example)
2. Select Accounts from the left panel (See second red arrow in the example)

See the screenshot example below:

The screenshot shows the Govmail interface. At the top, there is a navigation bar with 'Mail', 'Contacts', 'Calendar', 'Tasks', 'Briefcase', and 'Preferences'. The 'Preferences' tab is selected and highlighted with a red box and an arrow. Below the navigation bar, there are buttons for 'Save', 'Cancel', and 'Undo Changes'. On the left side, there is a 'Preferences' sidebar with a list of categories: General, Accounts, Mail, Filters, Signatures, Out of Office, Trusted Addresses, Contacts, Calendar, Sharing, Notifications, Import / Export, and Shortcuts. The 'Accounts' category is selected and highlighted with a red box and an arrow. The main content area is titled 'Primary Account Settings' and contains the following sections:

- Primary Account Settings:** Includes fields for 'Email address' (itsd-security@gov.vc) and 'Account Name' (Primary Account).
- Settings for Sent Messages:** Includes a 'From' field (Email Security) and a 'Reply-to' field (Set the "Reply-to" field of email messages to: e.g. Bob Smith).
- Account Security:** Shows 'Using standard authentication' and a link to 'Setup two-step authentication ...'.
- Password Recovery Account Settings:** This section is highlighted with a red box and an arrow. It contains a sub-section 'Account' with the instruction 'Enter an email address to set as your password recovery email.' and an 'Email' field with an 'Add Recovery Email' button.
- Delegates:** A table showing users who have delegated authority to this account. The table has columns for 'Name' and 'Type'. Below the table are buttons for 'Add Delegate', 'Edit Permissions', and 'Remove'.
- Delegate Send Settings:** Includes a radio button for 'Save a copy of sent messages to my Sent folder' (which is selected) and another for 'Save a copy of sent messages to delegate's Sent folder'.

At the bottom left, there is a calendar for March 2026, with the 18th highlighted.

Step 3 — Enter Your Recovery Email

1. Scroll down to Password Recovery Account Settings
2. In the Email field, enter your personal email address (e.g. Gmail, Yahoo, etc.)
3. Click Add Recovery Email

See screenshot of completed field below:

The screenshot shows the Govmail interface. At the top, there is a navigation bar with 'Mail', 'Contacts', 'Calendar', 'Tasks', 'Briefcase', and 'Preferences'. Below this, there are buttons for 'Save', 'Cancel', and 'Undo Changes'. A red arrow points to the 'Save' button. On the left, a sidebar lists various preference categories: General, Accounts, Mail, Filters, Signatures, Out of Office, Trusted Addresses, Contacts, Calendar, Sharing, Notifications, Import / Export, and Shortcuts. The 'Accounts' category is selected. The main content area is titled 'Primary Account Settings' and includes fields for 'Email address' (itsd-security@gov.vc) and 'Account Name' (Primary Account). Below this, there are 'Settings for Sent Messages' with options for 'From' (Email Security) and 'Reply-to'. A 'Signature' link is also present. The 'Account Security' section offers 'Using standard authentication' and 'Setup two-step authentication ...'. The 'Password Recovery Account Settings' section is highlighted with a red box and contains a text input field for an email address (personalemail@gmail.com) and an 'Add Recovery Email' button, with a red arrow pointing to the button. Below this is a 'Delegates' section with a table for listing users and buttons for 'Add Delegate', 'Edit Permissions', and 'Remove'. At the bottom, there are 'Delegate Send Settings' with radio buttons for saving sent messages.

Step 4 — Save

1. Click Save at the top left of the screen

Important Notes

- Be sure to use an email you check regularly.
- Do **NOT** use another Government email.
- This is required for password recovery.

Need Help?

Contact the ITSD at **2210** or **2215** for assistance.