ITSD
INFORMATION TECHNOLOGY
SERVICES DIVISION

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:

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:

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.