



Zimbra (Gov Email) – Recovery Email Setup Guide

Purpose:

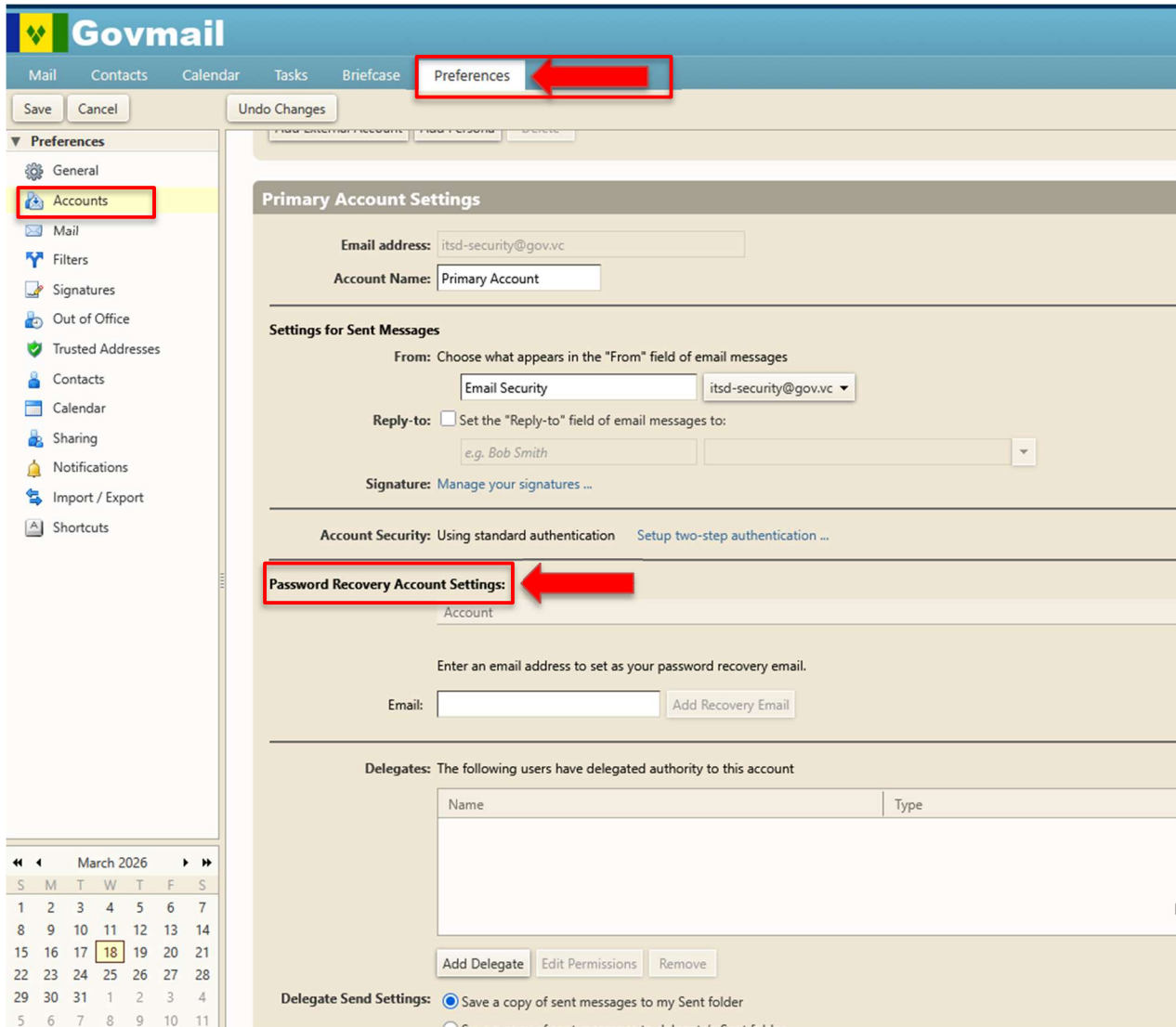
Setting a recovery email allows you to reset your password if you forget it. All users are required to complete this setup.

Step 1 — Log in to Gov Email

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 (See the screenshot example below)

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)



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”
4. Click “Save” at the top left of the screen

See screenshot of completed field below:

The screenshot shows the Govmail interface with the 'Preferences' tab selected. A red arrow points to the 'Save' button in the top navigation bar. The 'Accounts' section in the left sidebar is highlighted. The main content area displays 'Primary Account Settings' with fields for 'Email address' (itsd-security@gov.vc) and 'Account Name' (Primary Account). Below this is the 'Settings for Sent Messages' section, including 'From' (Email Security), 'Reply-to' (checkbox), and 'Signature' (Manage your signatures ...). The 'Account Security' section shows 'Using standard authentication' and a link to 'Setup two-step authentication ...'. The 'Password Recovery Account Settings' section is highlighted with a red box and contains a text input field for 'Account', a label 'Enter an email address to set as your password recovery email.', and an 'Email' field with 'personalemail@gmail.com' and an 'Add Recovery Email' button. A red arrow points to the 'Add Recovery Email' button. Below this is the 'Delegates' section with a table header for 'Name' and 'Type', and buttons for 'Add Delegate', 'Edit Permissions', and 'Remove'. At the bottom, the 'Delegate Send Settings' section has two radio button options: 'Save a copy of sent messages to my Sent folder' (selected) and 'Save a copy of sent messages to delegate's Sent folder'.

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.