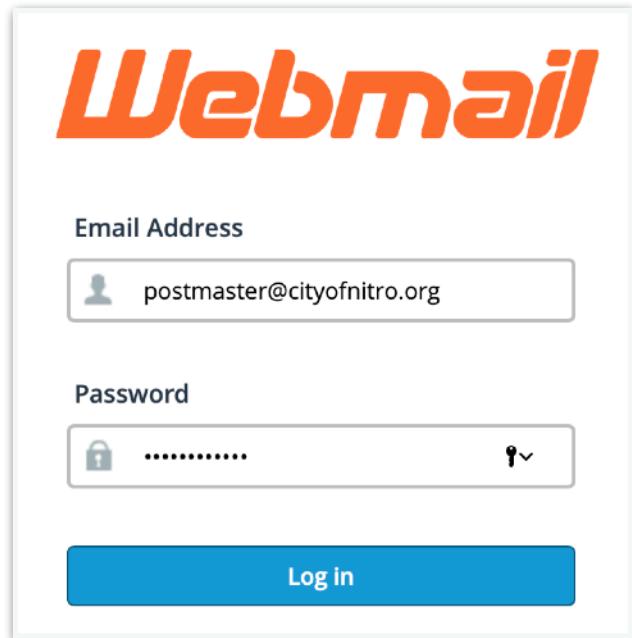


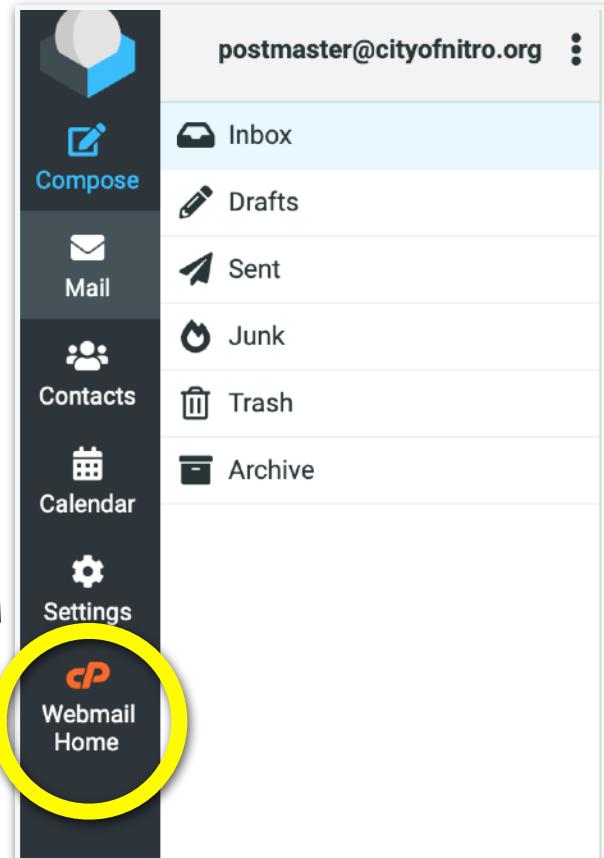
## Part 1: Setting your password

1. Go to :  
<https://webmail.cityofnitro.org>
2. Login user your email address and the temporary password:  
n1tr0TEMP#0106

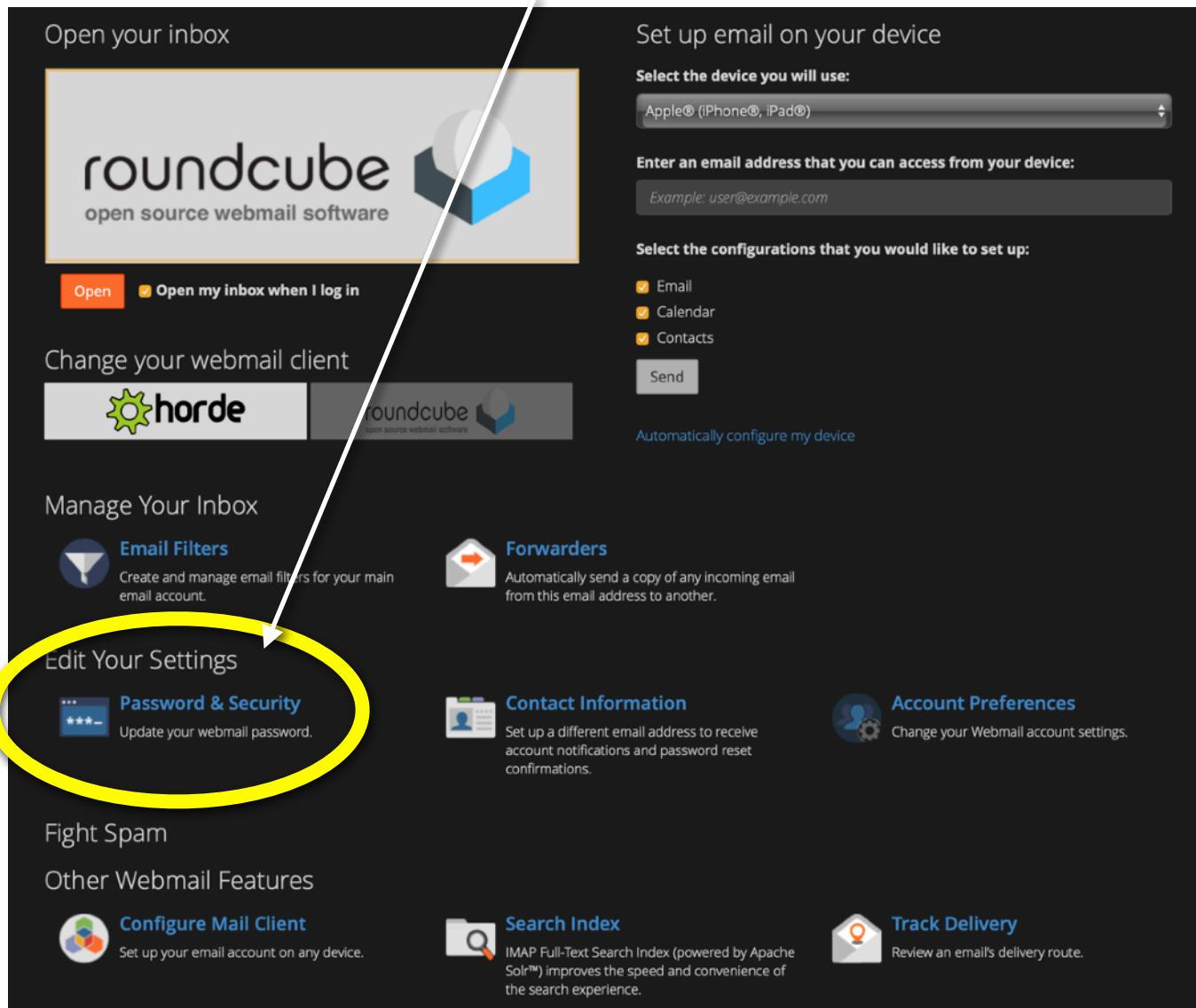


The image shows the login interface for a webmail service. At the top is a large orange "Webmail" logo. Below it is a form with fields for "Email Address" and "Password". The "Email Address" field contains "postmaster@cityofnitro.org" and the "Password" field contains a masked password. A blue "Log in" button is at the bottom of the form.

3. In the left sidebar of the mail screen, click “Webmail Home”.



4. On this page, click “**Password & Security**”.



Open your inbox

roundcube open source webmail software

Open  Open my inbox when I log in

Change your webmail client

horde roundcube open source webmail software

Set up email on your device

Select the device you will use: Apple® (iPhone®, iPad®)

Enter an email address that you can access from your device: Example: user@example.com

Select the configurations that you would like to set up:

Email  Calendar  Contacts

Send

Automatically configure my device

Manage Your Inbox

Email Filters Create and manage email filters for your main email account.

Forwarders Automatically send a copy of any incoming email from this email address to another.

Edit Your Settings

**Password & Security** Update your webmail password.

Contact Information Set up a different email address to receive account notifications and password reset confirmations.

Account Preferences Change your Webmail account settings.

Fight Spam

Other Webmail Features

Configure Mail Client Set up your email account on any device.

Search Index IMAP Full-Text Search Index (powered by Apache Solr™) improves the speed and convenience of the search experience.

Track Delivery Review an email's delivery route.

5. Set and confirm your new password and click “**Save**”.



## Password & Security

Enter a new password for this account.

New Password

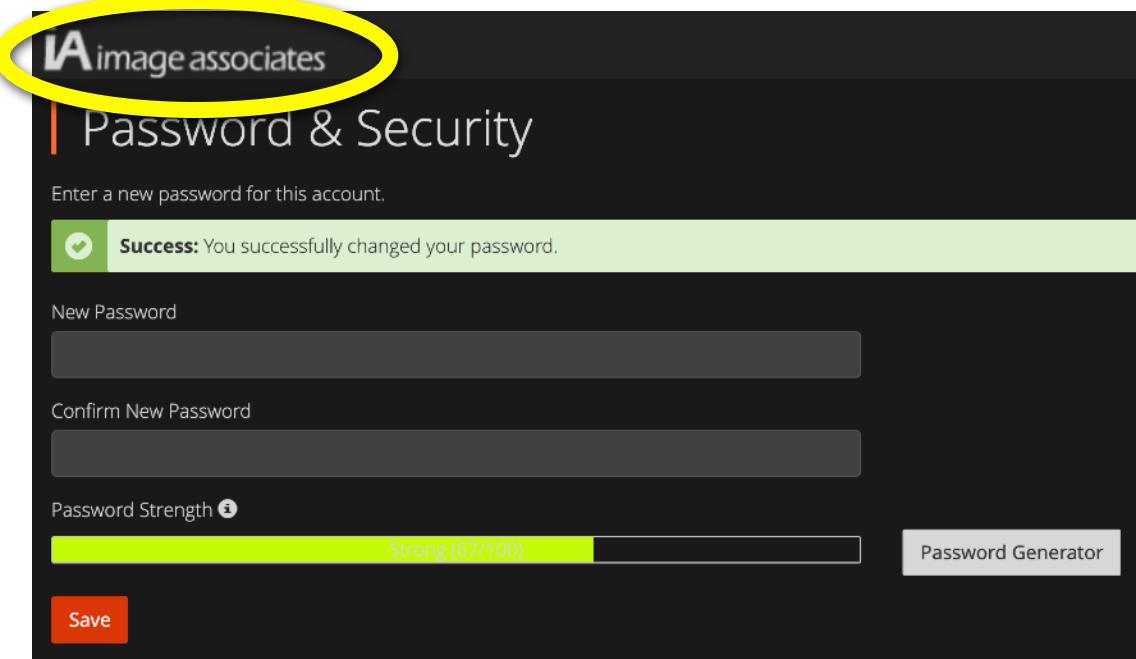
Confirm New Password

Password Strength Very Weak (0/100)

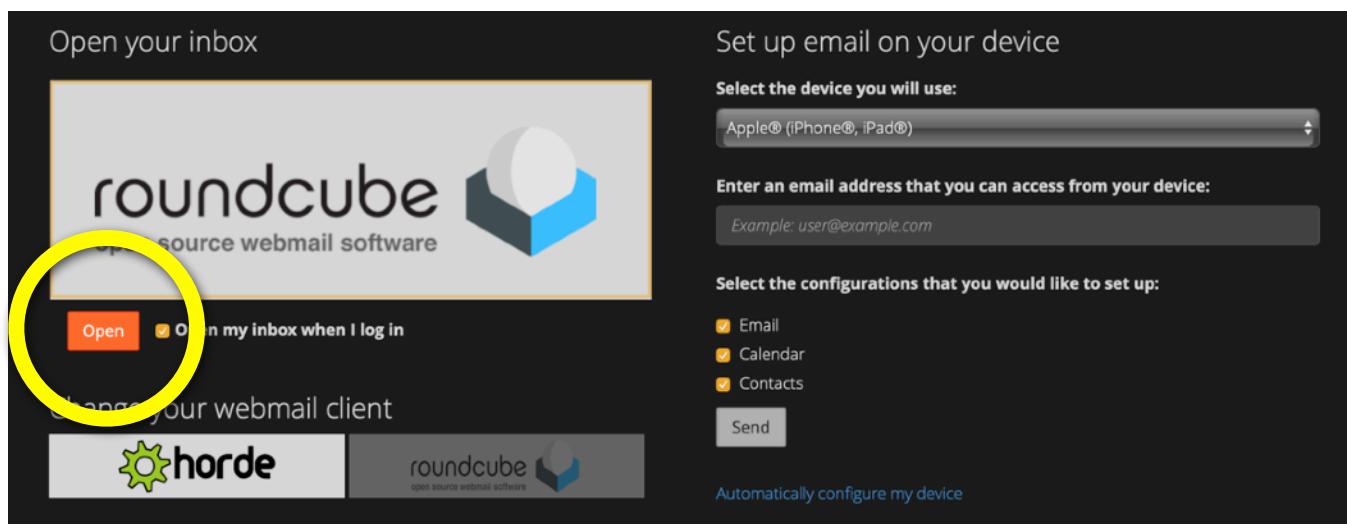
Save

Password Generator

6. After you successfully reset, click the **Image Associates** logo.



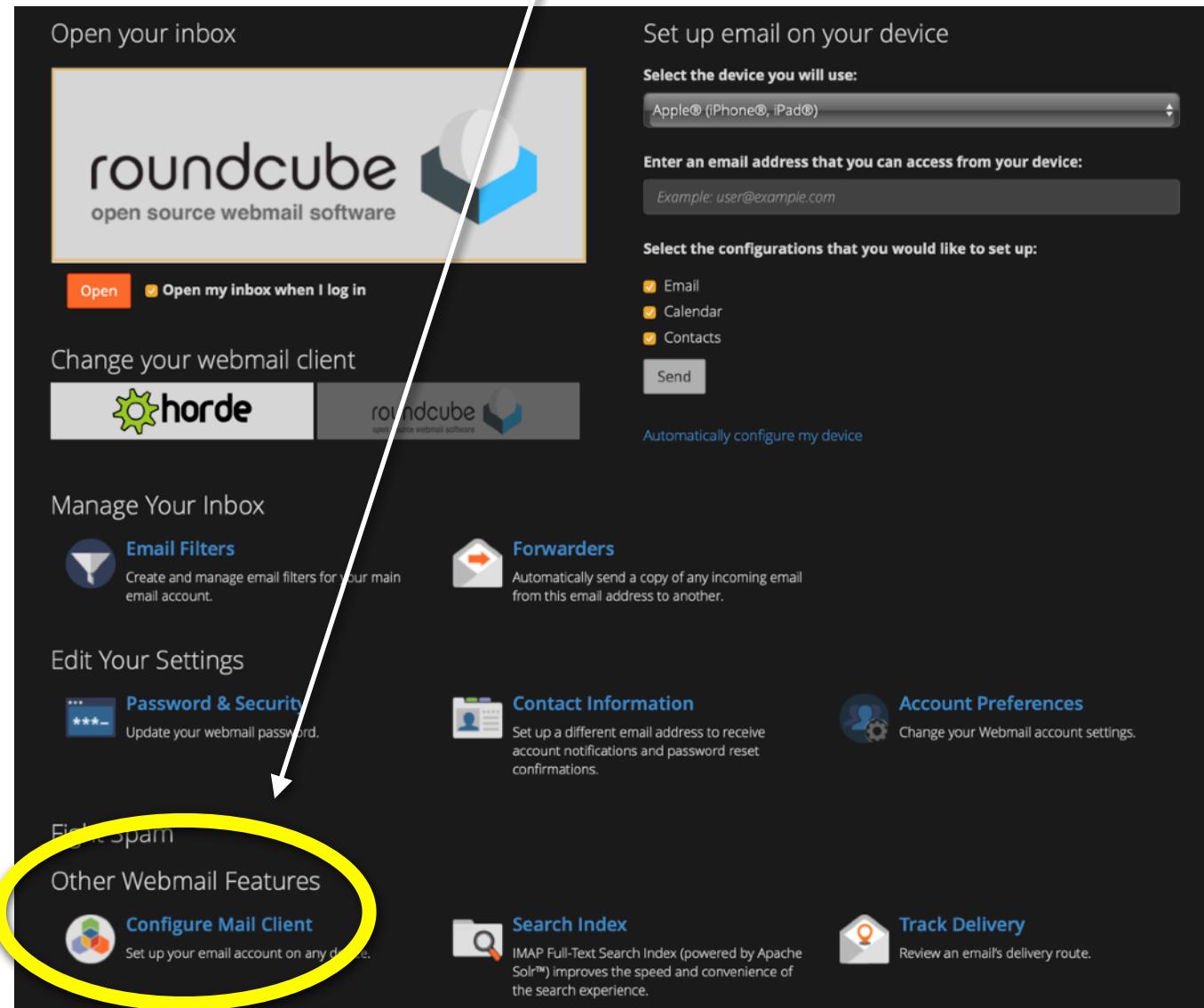
7. To return to Webmail, click the “Open” button  
**OR** remain on this screen for **Part 2: Settings for your Email Client App.**



## Part 2: Settings for your Email Client App

Automatic configuration profiles are available for MacOS Mail, iOS/iPadOS Mail, Android, and Windows Live Mail.

1. On this screen, click “Configure Mail Client”.



The screenshot shows the main interface of the Roundcube webmail application. At the top left, there are links for "Open your inbox" and "Set up email on your device". The "Set up email on your device" section includes a dropdown for "Select the device you will use" (set to "Apple® (iPhone®, iPad®)") and a text input for "Enter an email address that you can access from your device" (with placeholder "Example: user@example.com"). Below these are checkboxes for "Select the configurations that you would like to set up": "Email" (checked), "Calendar" (checked), and "Contacts" (checked). A "Send" button is also present. A link "Automatically configure my device" is visible. The main content area is titled "Manage Your Inbox" and contains sections for "Email Filters", "Forwarders", "Edit Your Settings" (with "Password & Security" and "Contact Information" sub-sections), "Account Preferences", "Filter Spam", and "Other Webmail Features". The "Configure Mail Client" link in the "Other Webmail Features" section is circled in yellow. A large yellow arrow points from the "Edit Your Settings" section down towards the "Configure Mail Client" link.

Open your inbox

Set up email on your device

Select the device you will use:  
Apple® (iPhone®, iPad®)

Enter an email address that you can access from your device:  
Example: user@example.com

Select the configurations that you would like to set up:

Email  
 Calendar  
 Contacts

Send

Automatically configure my device

Manage Your Inbox

**Email Filters**  
Create and manage email filters for your main email account.

**Forwarders**  
Automatically send a copy of any incoming email from this email address to another.

Edit Your Settings

**Password & Security**  
Update your webmail password.

**Contact Information**  
Set up a different email address to receive account notifications and password reset confirmations.

**Account Preferences**  
Change your Webmail account settings.

Filter Spam

Other Webmail Features

**Configure Mail Client**  
Set up your email account on any device.

**Search Index**  
IMAP Full-Text Search Index (powered by Apache Solr™) improves the speed and convenience of the search experience.

**Track Delivery**  
Review an email's delivery route.

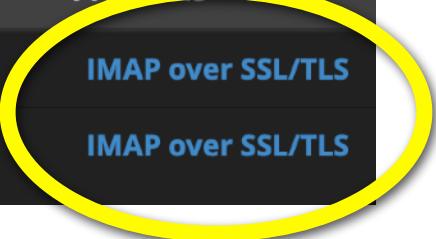
2. If your device or email client is listed under “Mail Client Automatic Configuration Scripts”, download the appropriate “**IMAP over SSL/TLS**” link to download the configuration. (Note: you must download the configuration ON the appropriate device.)

Mail Client Automatic Configuration Scripts

Listed below are the available mail client automatic configuration scripts. Select the script for your mail client.

Application	Protocol
iOS for iPhone/iPad/iPod and MacOS® Mail.app®	<a href="#">IMAP over SSL/TLS</a>
Windows Live Mail® <small>?</small>	<a href="#">IMAP over SSL/TLS</a>

**NOTE: If your Mail app is NOT listed here, jump to step**



3. Confirm the download by clicking “**Proceed**” in the popup.

Set Up Mail Client

This will automatically configure “iOS for iPhone/iPad/iPod and MacOS® Mail.app®” with the correct settings for “IMAP over SSL/TLS”.

- If you are prompted to open, run, or save this file, choose “Run” or “Open”.
- If your computer asks if you would like to enter the information into the registry, choose “Yes”.
- Use your email account password as the password.

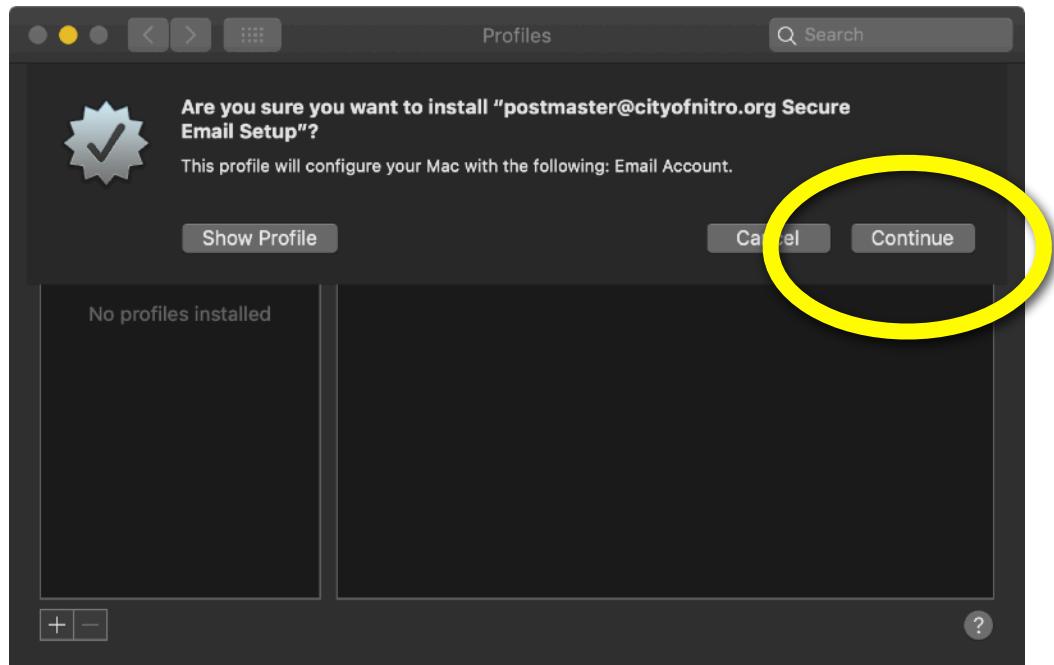
**Proceed** **Cancel**



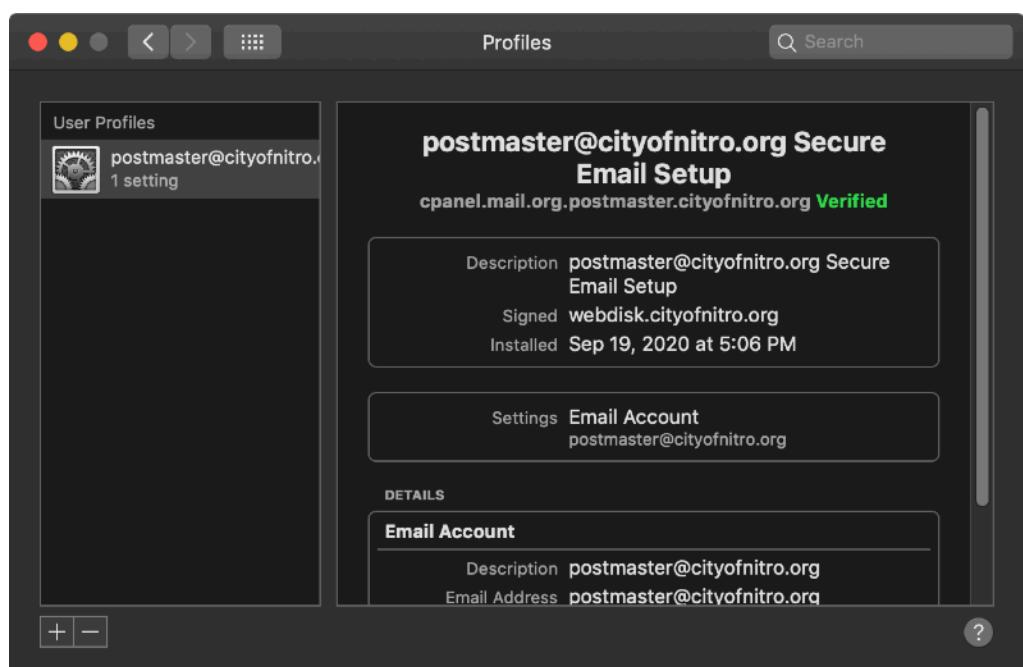
4. In most cases, the configuration will begin automatically after the download completes. If not, find it in your downloads folder and run it from there.

### EXAMPLE A: MacOS

You will get this window when the configuration runs. Click “**Continue**”. You will be prompted to enter your mail password that you set in Part 1.

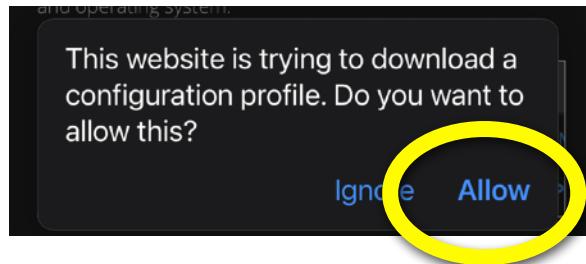


This is the window that shows a successful configuration process.

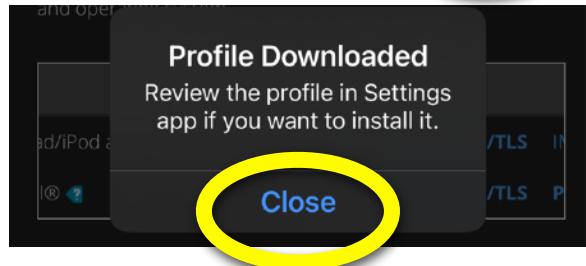


## EXAMPLE B: iOS (also iPadOS)

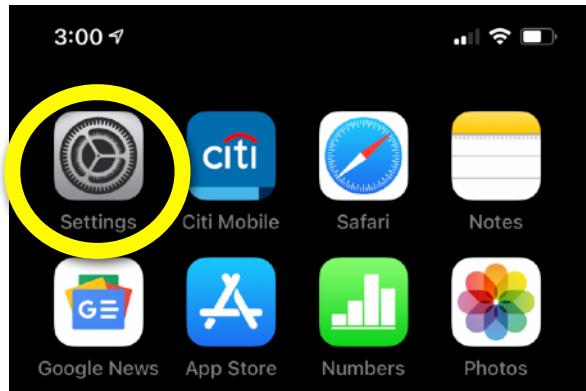
When you click the “Proceed” button in step 3, iOS will ask if you will allow it to download. Tap “Allow”.



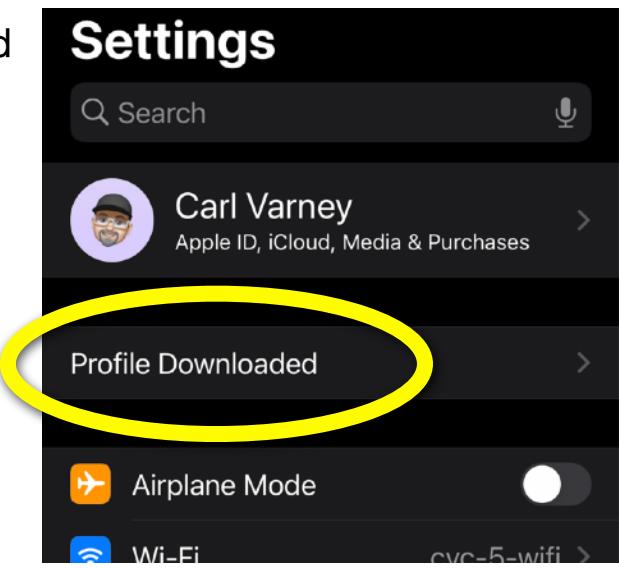
On this dialog, tap “Close”.



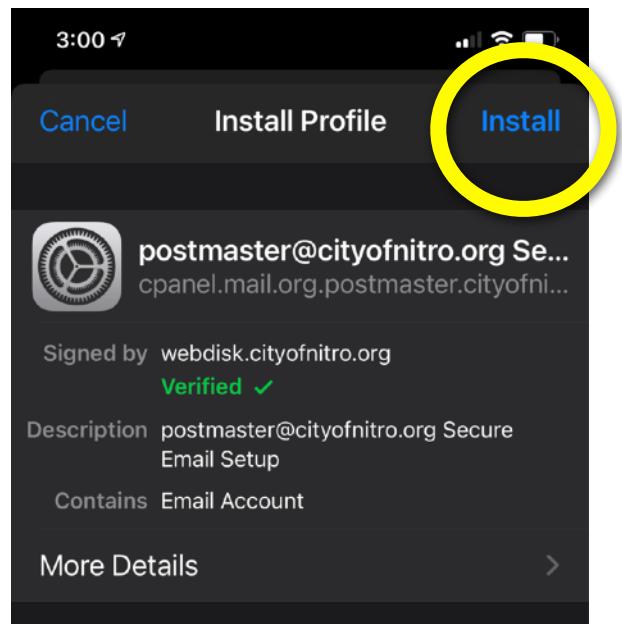
Find and Launch the “Settings” App.



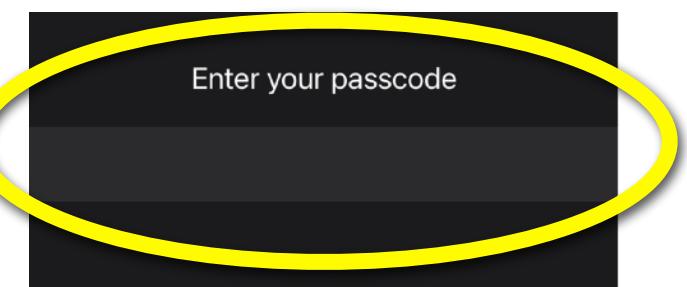
At the top of the settings screen, find and tap “Profile Downloaded”.



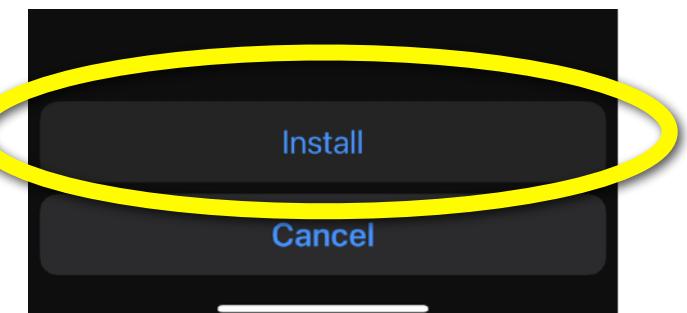
On this screen, tap “Install”.



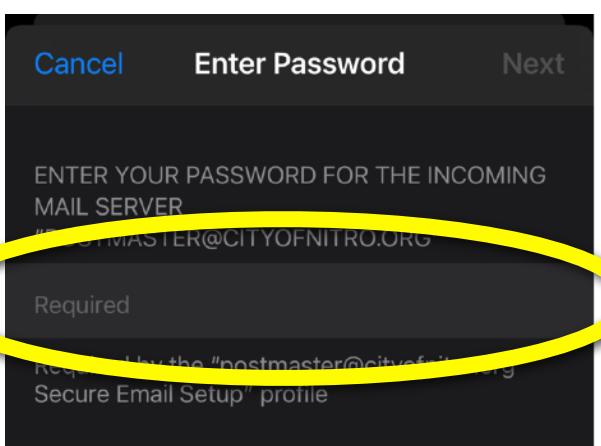
Enter your device passcode.



At the bottom of your screen, tap “Install”.



Enter the mail password you set in Part 1.



Tap “Done” in the upper right corner. Exit “Settings”.

5. If your device or email client is NOT listed under “Mail Client Automatic Configuration Scripts”, scroll down to “Mail Client Manual Settings” and use the settings under “Secure SSL/TLS Settings” to configure your mail client app.

**Note: Your email address will be the Username.**

**IMAP Port** = mail remains on the server and your app reads it off the server in real time. **RECOMMENDED**

**POP3 Port** = mail gets periodically downloaded to your computer/device.

## Mail Client Manual Settings

If you do not see an auto-configuration script for your client in

### Secure SSL/TLS Settings (Recommended)

Username: postmaster@cityofnitro.org

Password: *Use the email account's password.*

Incoming Server: mail.cityofnitro.org  
IMAP Port: 993   POP3 Port: 995

Outgoing Server: mail.cityofnitro.org  
SMTP Port: 465

Use this link for instructions on applying the settings in Outlook:

<https://support.microsoft.com/en-us/office/change-or-update-email-account-settings-in-outlook-for-windows-560a9065-3c3a-4ec5-a24f-cdb9a8d622a2>