

DO NOT reply to this message. Any messages sent to this address (autoresponder@hotmail.com) will be deleted.

\* HELP CHANGING A PASSWORD

To Change Your Password

1. Log in to your Hotmail account using your current password.  
You are taken to your In-Box or to the Centerpoint page.
2. Click the "Options" link.  
You are taken to the Options page.
3. Click the "Password" link.  
You are taken to the Password page.
3. Type your current password in the 'Current Password' field.
4. Type your new password in the 'New Password' field.
5. Re-type your new password in the 'Re-Type New Password' field.
6. From the "Hint Question" menu, choose ONE question to which only you know the answer. Hotmail will not use this information for anything other than password retrieval purposes.
7. In the 'Hint Answer' field, type the answer to the question that you chose in Step 6.  
If you forget your password, you can use the automatic password retrieval system, located on the Login Page.
8. Click "OK" to change your password.  
OR  
Click "Cancel" to return to the Options page without making any changes.

WARNING! A Hotmail employee will never ask you for your password, either over the phone or by email. Hotmail only requires your password when you log into your account and even then, your password is not displayed. If you encounter a message that asks for your password, please forward it to abuse@hotmail.com immediately. Do not respond to the inquiry. It is important that you DO NOT share your password(s) with anyone, even someone claiming to work for Hotmail. Remember to change your password regularly as a security measure.

Password Do's and Don'ts

1. Do not use dictionary words from any language.  
For example, "armchair," "fauteuil," or "silla"
2. Do not use proper names, such as the name of your pet, best friend, or significant other.  
For example, "James" or "Fluffy"
3. Do not use all numbers.
4. Do not use personal information that a person could easily figure out.  
For example, if your favorite movie is "Gone with the Wind," don't use "Scarlett" as a password.
5. Use a combination of letters, numbers, and punctuation.  
For example, "amos94\$!"
6. Use something that you can remember, but is difficult to figure out.  
For example, "VLso39!" (An abbreviation for "Vivien Leigh played Scarlett O'Hara in 1939!")

THANKS FOR LETTING US SERVE YOU!

Your Hotmail Customer Service Representative

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If this information doesn't answer your question, please write to changepass\_x@hotmail.com and describe your issue in detail. A Customer Service Representative will send you a response as soon as possible.

Inquiries will be answered on a first come, first served basis. Please be as detailed as possible in your message so we can give you a clear

and concise reply.

For more information about changing your password go to Hotmail's Help Center at [http://207.82.250.251/x/html/help\\_change\\_pwd.html](http://207.82.250.251/x/html/help_change_pwd.html)