


# Updating your Email Password in iamproperty CRM







This guide provides a straightforward process for updating your email password in iamproperty CRM, ensuring your account remains secure. Following these steps will enhance your CRM experience by maintaining proper email functionality. It's essential for users to keep their credentials updated to prevent access issues, making this guide a valuable resource for effective account management.


1

Navigate to <https://crm.iamproperty.com/MyDay>




My dayLettingsSalesAccountsReportingCommunications




 My account


## Welcome back, Training


+ Add New Record

 [View property management](#)


 [Visit help centre](#)









Search all records



 Today's events

Time	Name
12:00	Test test

 My tasks

Status	Name	Priority	Start date	Due date
 Not Started	<a href="#">test</a>	 High	27/Nov/2024	27/Nov/2024
 Not Started	<a href="#">Call Landlord</a>	 Medium	12/Dec/2024	12/Dec/2024
 Not Started	<a href="#">Call back</a>	 High	03/Jan/2025	03/Jan/2025
 Not Started	<a href="#">Make Tea</a>	 High	07/Jan/2025	07/Jan/2025

## 2 Click "My account"

The screenshot shows the CRM dashboard with the 'My account' button highlighted in the top right corner. The dashboard includes a navigation bar with links to 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below the navigation bar, there is a large heading 'Welcome back, Training' and a row of buttons: 'Add New Record', 'View property management', and 'Visit help centre'. A search bar is located below these buttons. The main content area is divided into two sections: 'My events' and 'My tasks'. The 'My tasks' section contains a table with columns for Status, Name, Priority, Start date, and Due date.

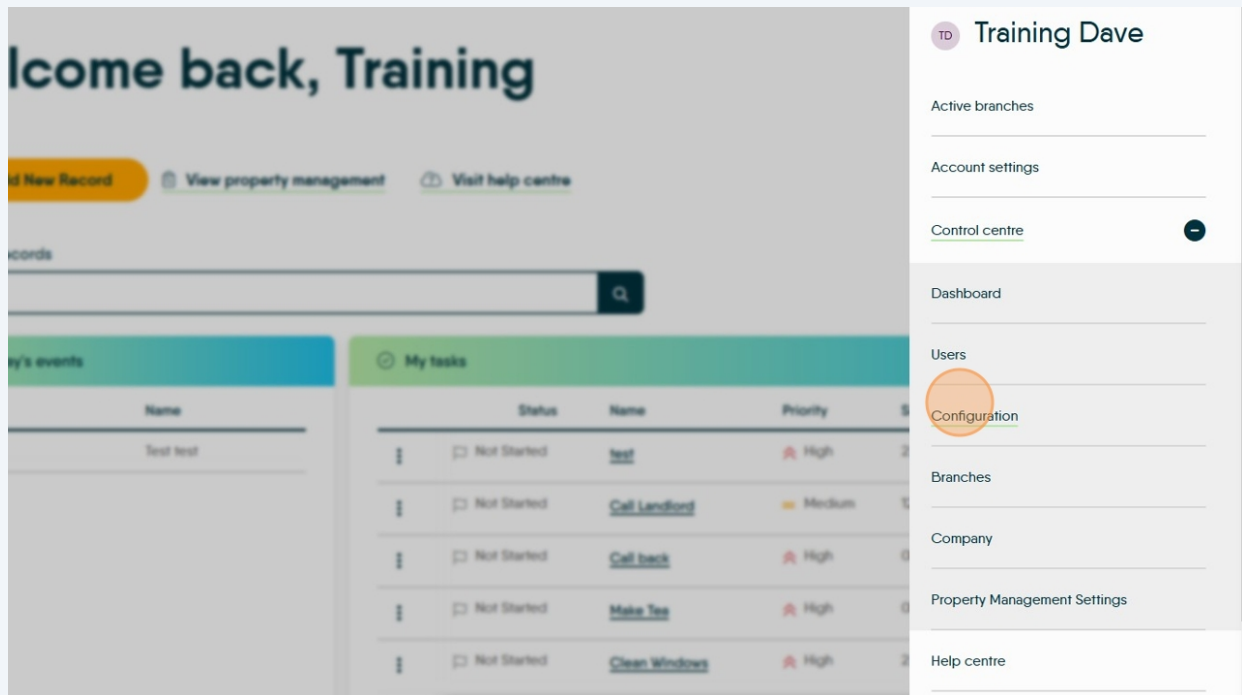
Status	Name	Priority	Start date	Due date
Not Started	test	High	27/Nov/2024	27/Nov/2024
Not Started	Call Landlord	Medium	12/Dec/2024	12/Dec/2024
Not Started	Call back	High	03/Jan/2025	03/Jan/2025

## 3 Click "Control centre"

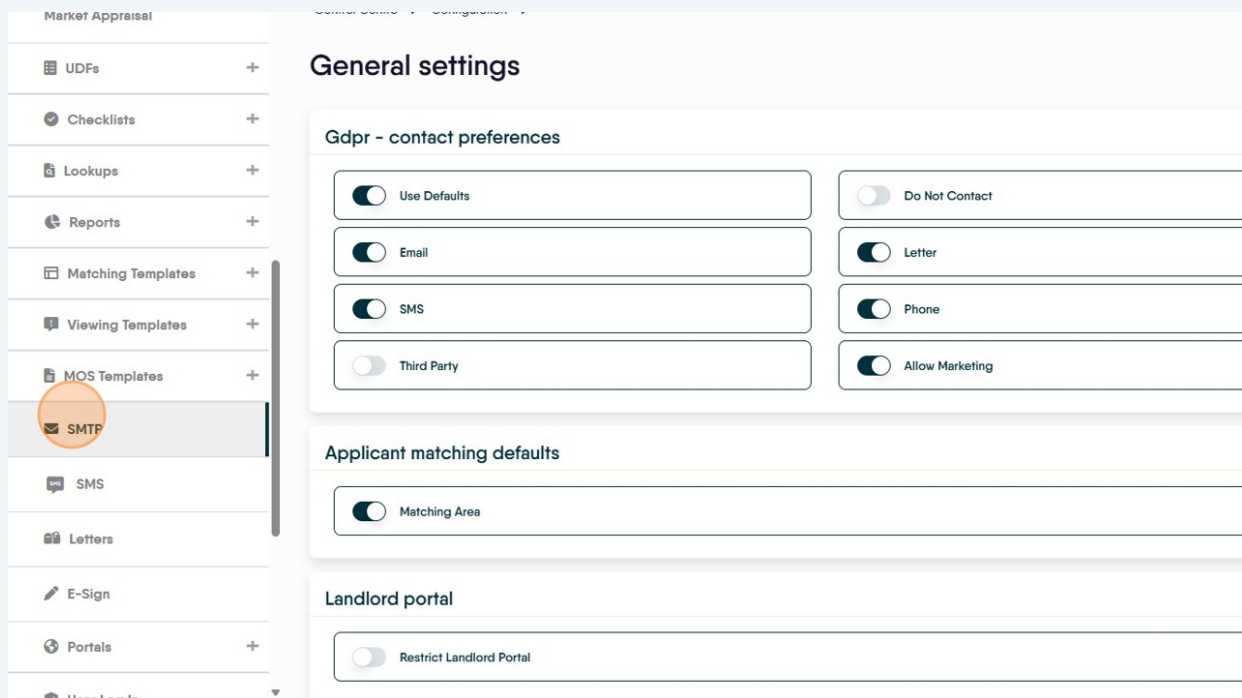
The screenshot shows the CRM dashboard with the 'Control centre' button highlighted in the right sidebar. The sidebar is titled 'Training Dave' and contains links to 'Active branches', 'Account settings', 'Control centre', 'Help centre', and 'Log out'. The 'Control centre' link is highlighted with an orange circle. The main content area is the same as in the previous screenshot, showing the 'Welcome back, Training' heading and the 'My tasks' table.

Status	Name	Priority	Start date	Due date
Not Started	test	High	27/Nov/2024	27/Nov/2024
Not Started	Call Landlord	Medium	12/Dec/2024	12/Dec/2024
Not Started	Call back	High	03/Jan/2025	03/Jan/2025

#### 4 Click "Configuration"



#### 5 Scroll down and click "SMTP"



- 6 Find YOUR email details and click "Edit Settings" option next to your entry.

**Smtp configuration**

Provider: Select provider Apply SMTP Settings

**Branch SMTP Configuration**

Entry	Host	Port	Username	Active	
<input type="checkbox"/> Morgan & Co	smtp.office365.c...	587	david.morgan@ia...	✓	<span>Edit Settings</span>

**Branch User SMTP Configuration**

Entry	Host	Port	Username	Active	
<input type="checkbox"/> David-Geo...	smtp.office365.c...	587	david.morgan@ia...	✓	<span>Edit Settings</span>
<input type="checkbox"/> Ian Johnson		0	ian.johnson@iam...	✗	<span>Edit Settings</span>
<input type="checkbox"/> James Mor...		0	iames@morgan.tc	✗	<span>Edit Settings</span>

- 7 Click the "Password" field and add/update your password.

**Edit smtp**

Change Provider: Change provider

SMTP Host: smtp.office365.com

SMTP Port: 587

Enable SSL: ☐

Username: david.morgan@iamproperty.com

Password:

Email From: david.morgan@vtuk.com

Active Account: ☐

Send test email to:  Send Test Email

File Edit View Insert Format Tools Table

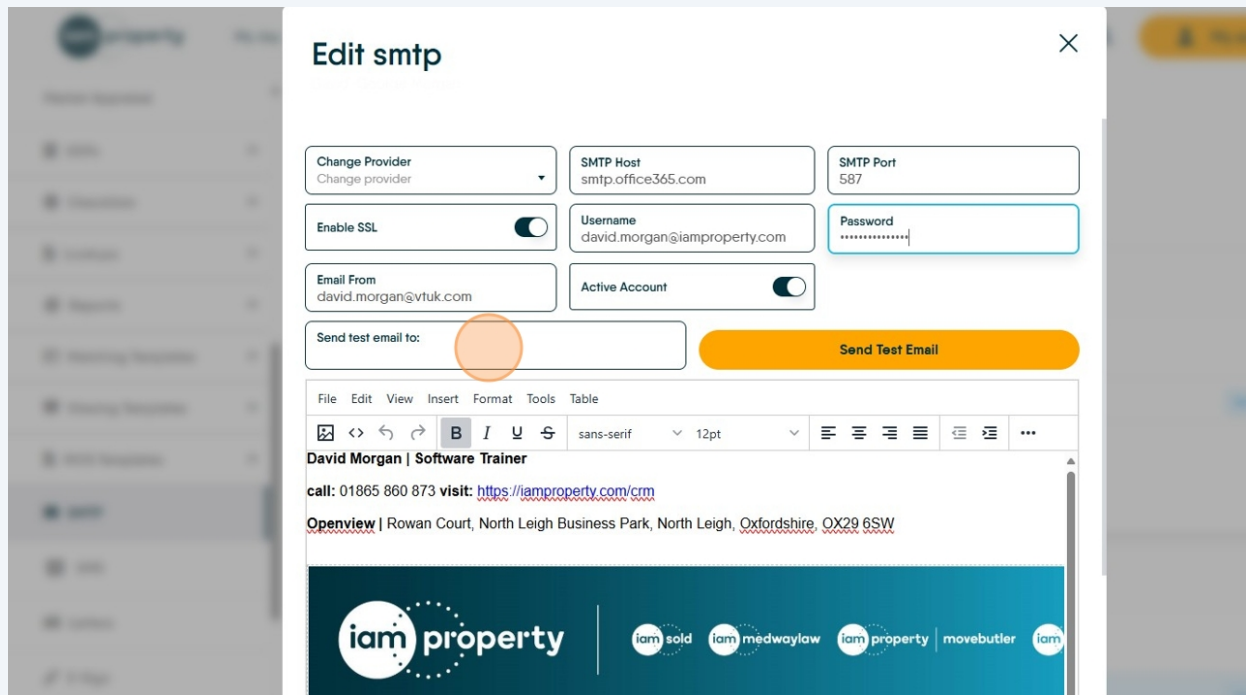
David Morgan | Software Trainer

call: 01865 860 873 visit: <https://iamproperty.com/crm>

Openview | Rowan Court, North Leigh Business Park, North Leigh, Oxfordshire, OX29 6SW

iam property | iam sold | iam medwaylaw | iam property | movebutler | iam

- 8 The check this is working. Click the "Send test email to:" field.



**Edit smtp**

Change Provider Change provider SMTP Host smtp.office365.com SMTP Port 587

Enable SSL ☒ Username david.morgan@iamproperty.com Password .....

Email From david.morgan@vtuk.com Active Account ☒

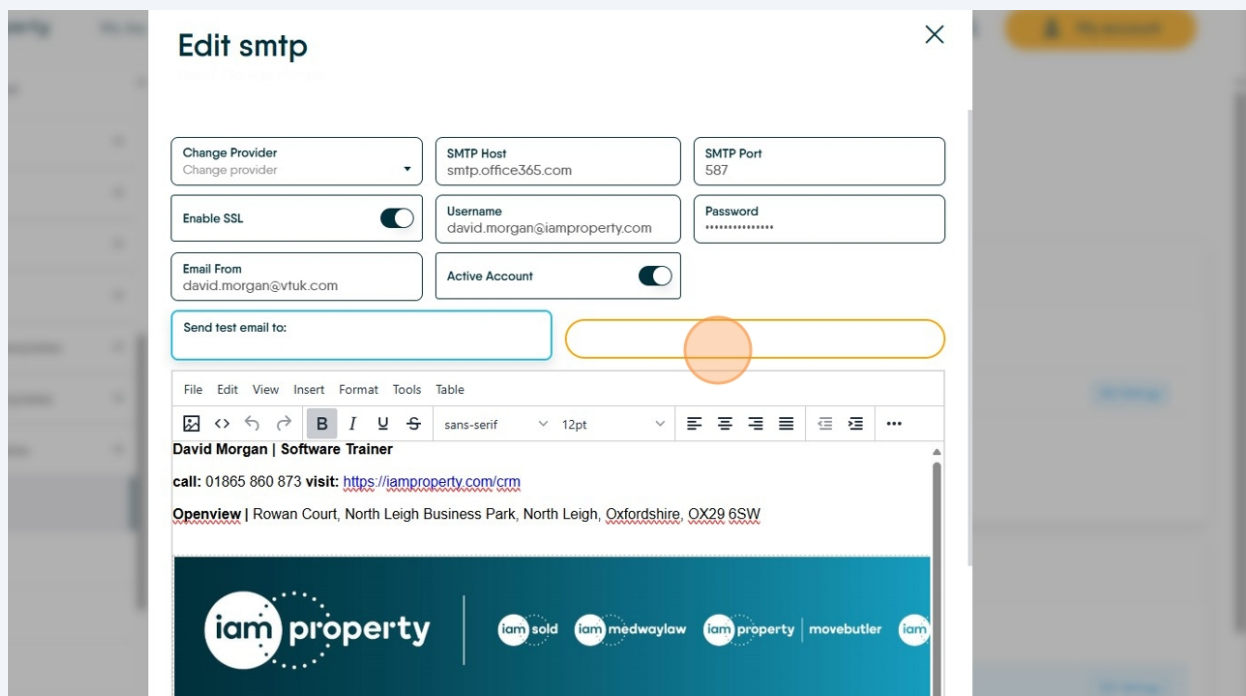
Send test email to:  **Send Test Email**

File Edit View Insert Format Tools Table

**David Morgan | Software Trainer**  
call: 01865 860 873 visit: <https://iamproperty.com/crm>  
**Openview** | Rowan Court, North Leigh Business Park, North Leigh, Oxfordshire, OX29 6SW

iam property | iam sold | iam medwaylaw | iam property | movebutler | iam

- 9 Click "Send Test Email"



**Edit smtp**

Change Provider Change provider SMTP Host smtp.office365.com SMTP Port 587

Enable SSL ☒ Username david.morgan@iamproperty.com Password .....

Email From david.morgan@vtuk.com Active Account ☒

Send test email to:  **Send Test Email**

File Edit View Insert Format Tools Table

**David Morgan | Software Trainer**  
call: 01865 860 873 visit: <https://iamproperty.com/crm>  
**Openview** | Rowan Court, North Leigh Business Park, North Leigh, Oxfordshire, OX29 6SW

iam property | iam sold | iam medwaylaw | iam property | movebutler | iam

10

If all works as expected, that is done, if not check the password is entered correctly. If email still does not work check the other settings shown on screen with your IT provider as we do not necessarily know your setup.

Still not working, contact CRM support