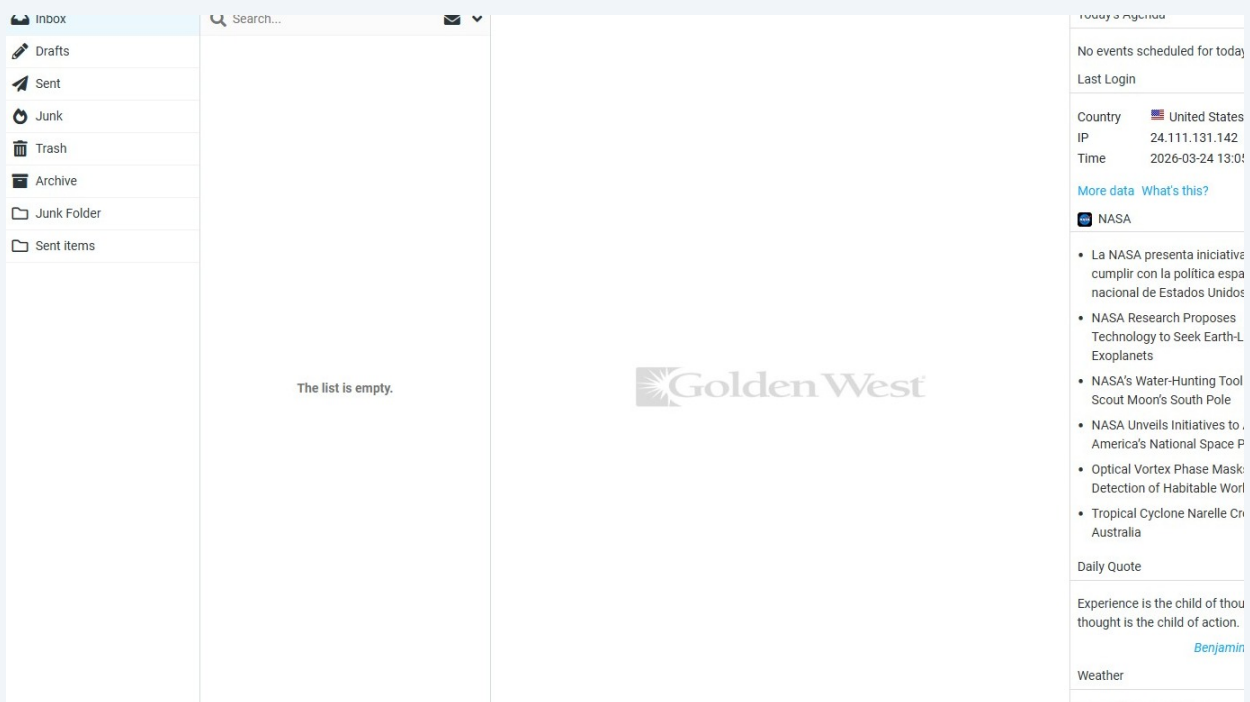


# How to Add/Change Your Golden West Email Recovery Address

Learn how to update your recovery email address for your Goldenwest account. This guide will walk you through the simple steps to ensure you can regain access to your account if needed.

**Golden West is pleased to provide you with an option to reset your forgotten email password. To use it, you must add a Recovery Email to your account.**

## 1 Navigate to your Golden West webmail account.



The screenshot shows a webmail interface with a left sidebar containing folders: Inbox, Drafts, Sent, Junk, Trash, Archive, Junk Folder, and Sent items. The main content area displays "The list is empty." and the Golden West logo. The right sidebar shows account information: "No events scheduled for today", "Last Login", "Country: United States", "IP: 24.111.131.142", "Time: 2026-03-24 13:01", and a "NASA" news section with several headlines.

## 2 Click "Settings."

The screenshot shows an email client interface. On the left, a dark sidebar contains various icons and labels: Mail, Contacts, Calendar, Help, Email Filter, Updates, Settings (highlighted with a blue circle), Apps, Dark mode, and About. The main content area is divided into three columns. The left column lists folders: Drafts, Sent, Junk, Trash, Archive, Junk Folder, and Sent items. The middle column contains the text "The list is empty." and the "Golden West" logo. The right column displays account information: "No events sched", "Last Login", "Country", "IP", "Time", "More data", "What", "NASA", a list of NASA-related news items, "Daily Quote", "Experience is the thought is the ch", "Weather", and "New York, Unitec".

## 3 Click "Recovery Email."

The screenshot shows the "Settings" page of the email client. The left sidebar is expanded to show the "Settings" menu, with "Recovery Email" highlighted by a blue circle. The main content area is divided into three columns. The left column lists settings categories: Preferences, Folders, Identities, Responses, Two-factor Authentication, Mail Rules, Out of Office, User info, Password, and Recovery Email. The middle column lists specific settings: User Interface, Mailbox View, Displaying Messages, Composing Messages, Contacts, Special Folders, Server Settings, Sidebar, Background, Calendar, News Feed, Weather, and Email Scheduler. The right column contains the "Golden West" logo.

**4** Click the "Recovery Email" field.

The screenshot shows a settings page with a sidebar on the left and a main content area on the right. The sidebar has a menu with items like 'Accounts', 'Devices', 'Security', 'Recovery Email', 'Two-Factor Authentication', 'Workplace', 'Office', 'Mobile', 'Personal', and 'Recovery Email'. The 'Recovery Email' item is highlighted in red. The main content area has a red banner at the top that says 'No recovery email configured.' Below this are two input fields: 'Recovery Email' and 'Confirm Recovery Email', both containing the text 'user@example.com'. A blue circle highlights the 'Recovery Email' field. Below the input fields is a blue information box with a white 'i' icon and text: 'Use this page to add a recovery email to your account. This could be a second email of yours or the email address of a family member or friend. Once verified, the email address entered here will receive password reset links when requested. This will allow quick access to your Golden West email if you lose or forget your password.' At the bottom of the main content area is a blue 'Save' button with a white checkmark icon.

**5** Type the email that you want to use as your recovery email in both "Recovery Email" and "Confirm Recovery Email."

## 6 Click "Save"

Settings

- Compose
- Mail
- Contacts
- Calendar
- Settings
- Apps

Preferences

Folders

Identities

Responses

Two-factor Authentication

Mail Rules

Out of Office

User info

Password

Recovery Email

No recovery email configured.

Recovery Email

Confirm Recovery Email

Use this page to add a recovery email to your account. This could be a second email of yours or the email address of a family member or friend. Once verified, the email address entered here will receive password reset links when requested. This will allow quick access to your Golden West email if you lose or forget your password.

Save

## 7 You will receive an email from "noreply@ispservices.us" with the subject line "Recovery Email Verification." You will have 30 minutes to enter the code from this email into the text box in the next step.

Recovery Email Verification

From No Reply <noreply@ispservices.us>  
Date Tue 3/24/2026 2:13 PM  
To [redacted] <[redacted]@goldenwest.com>

You don't often get email from noreply@ispservices.us. [Learn why this is important](#)

Email Verification Code

Hello [redacted] <[redacted]@goldenwest.net>

We received a request to verify this email as a recovery email address. Enter the confirmation code shown below into webmail to complete the verification.

**Sample**

This code is valid for 30 minutes. If you did not request this code, someone may be attempting to access your account. Do not share this code with anyone.

The Golden West Help Desk is always available at 1-855-888-7777, option 1. Thank you for giving us the opportunity serve you.

Sincerely,  
Golden West

If you're concerned, log in and change your password immediately.

8

Click the "Confirmation Code" text field and enter the code from the email.

**Settings**

- Compose
- Mail
- Contacts
- Calendar
- Settings
- Apps
- Dark mode
- About
- Logout

Preferences

Folders

Identities

Responses

Two-factor Authentication

Mail Rules

Out of Office

User info

Password

Recovery Email !

Your recovery email is currently: [redacted] @goldenwest.com  
Added on 3/24/2026, 2:13:01 PM from IP 64.251.160.49  
Status: **(Pending Verification)**

Confirmation Code:

Verify your recovery email by entering the verification code that was emailed to you and clicking the blue Verify button below.  
Didn't receive the code? Please delete the current recovery email and submit your information again.

✓ Verify 🗑 Delete

## 9 Click "Verify."

The screenshot shows the 'Settings' page with the 'Recovery Email' option selected. The main content area displays the current recovery email information: '@goldenwest.com', added on 3/24/2026 at 2:13:01 PM from IP 64.251.160.49, with a status of '(Pending Verification)'. Below this, a 'Confirmation Code' field contains 'NU7VR'. A blue circle highlights the 'Verify' button, which is next to a red 'Delete' button. The left sidebar contains navigation options: Compose, Mail, Contacts, Calendar, Settings (selected), Apps, Dark mode, About, and Logout.

## 10 You will see that you have successfully set up your recovery email. Now you can use the "Forgot Password" link on the login page.

The screenshot shows the 'Settings' page with the 'Recovery Email' option selected. The main content area displays the current recovery email information: '@goldenwest.com', configured on 3/24/2026 at 2:13:01 PM from IP 64.251.160.49, with a status of '(Verified)'. A red 'Delete' button is visible below the information. The left sidebar contains navigation options: Compose, Mail, Contacts, Calendar, Settings (selected), Apps, Dark mode, About, and Logout.