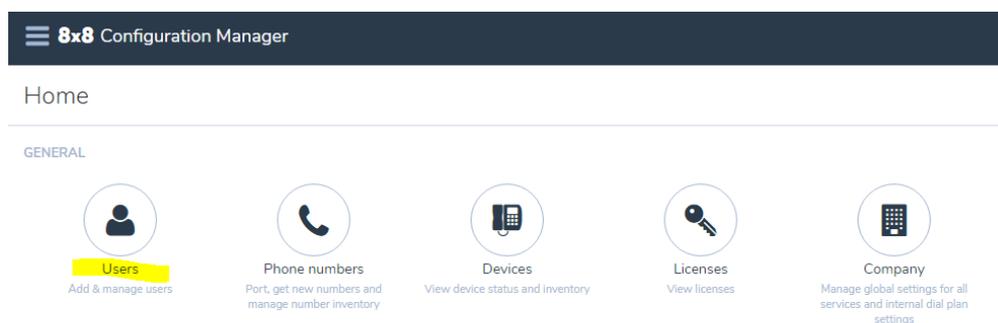


# Send a New Welcome E-mail in 8x8 Configuration Manager

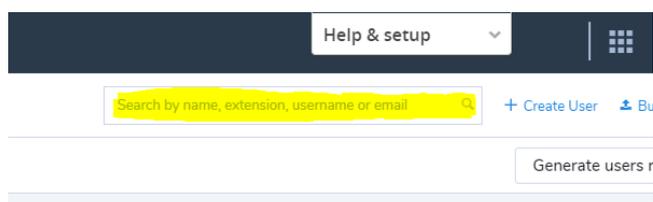
Last Modified on 03/29/2019 5:23 pm EDT

At times, it may be necessary to send a user the Welcome E-mail again. If the user needs to download the mobile or desktop client, if the user never received the original e-mail, or if the user simply asks.

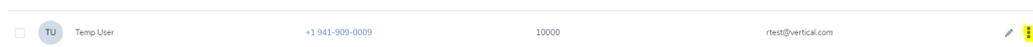
1. Login to [8x8 Configuration Manager](#).
2. Click Users.

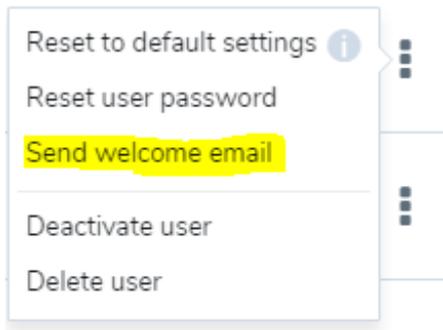


3. Find the user you are looking for. You can just scroll through the list or use the Search bar at the top-right of the page. You can search by user name, person's name, extension, or e-mail address.



4. On the user record, click the Ellipses button (three vertical squares).
5. Verify the e-mail address listed in the user record with the user to make sure it is going to the right place.
6. Click Send welcome email. An e-mail will be sent to the user.





7. Check with user to ensure they received the email.
8. Log out of Virtual Office Configuration Manager.