Update your email password on the Outlook app for iOS/Android

Note: Only for users accessing work email with the Outlook app. After a password change takes place, you should receive a prompt for password update from the Outlook app.

1. Open the **Outlook** app on your phone
2. Tap **Sign In** at the bottom of the screen.

   Note: Don't see the sign-in prompt at the bottom of the screen? Try again later. It can take up to two hours after a password change for this prompt to appear in Outlook.

3. Enter your updated password. Then tap **Sign In**

Update your email password on the default Android/iOS mail application

Note: Only for users accessing work email with the default Android or iOS Mail app

1. Your phone will prompt you to update your mail password, within a few minutes to two hours, after changing your password on the computer.

If you don't see the prompt after 2 hours, you can manually update the password for the account. However, the instructions vary with the phone OS versions and manufacturers.

Android:
1. Tap on **Settings**, (scroll to Personal tab on older phones) and then tap **Accounts**
2. Tap on **Exchange** and then tap on **Account Settings**
3. Tap on your email address
4. Swipe to the bottom and tap on **Incoming Settings**
5. Delete your old password and then enter your new password
6. Tap Done. Your new password has been saved, and new email should now appear shortly

iOS:
1. Go to **Settings** > **Mail, Contacts, Calendars**
2. Tap on the Exchange Account (Your email address)
3. You'll see a message stating there was a problem accessing your account. Please reenter the password for... Below that message, tap the link Re-enter Password.
4. Enter your new password and tap Next. Your new password has now been saved.
5. Tap the Home button and check your email. New messages should appear shortly.