

Password Change FAQ

Q. I use a MAC– How do I change my password so I can send and receive my email?

A. First point a browser to <http://www.redlands.edu/passwordmanager> and change your password.

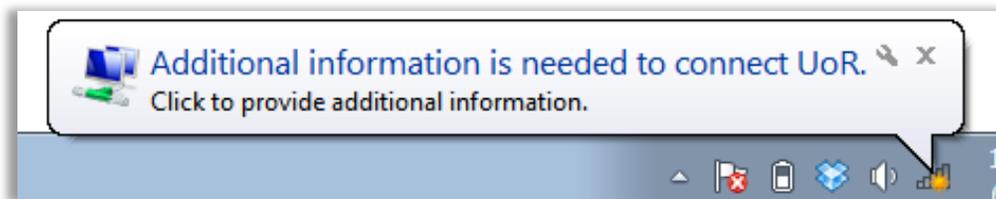
Afterward, in Entourage, for example, you will need to go to Tools > Accounts > Select your email account by double clicking > Edit account > enter your new password in the Password field > Click OK. You will now be able to send and receive email. This process may not be exactly the same for other Email clients such as Mac Mail , Sea Monkey or Thunderbird, but should be similar. Please consult the help file for your specific email client for additional information.

Q. What effect will the password change have on my wireless connection from my Windows or Mac computer?

A. Just as you have to enter a username and password when you log onto your desktop system, you will be prompted to enter a username and password for your wireless connection. After you change your password, you will need to enter this information so that the new password will be saved. This will be the case each time you change your password. The process varies depending on the operating system you are using; steps for Windows Vista and Windows 7 are shown below.

Windows Vista / Windows 7

After you change your password, you will be unable to connect to the UoR wireless network until you enter your new password. The following message will appear in the lower right hand corner of your screen (in the Windows System Tray).



Double click on the message and a dialog will appear that will allow you to enter your username and new password. Click OK when done. This process authenticates you on the



wireless network and your password will be saved until the next time your password expires.

Mac

After you change your password, you will be unable to connect to the UoR wireless network until you enter your new password.

An authentication screen will appear while trying to connect to the wireless network.

Enter your username and new password. Click OK when done. This process authenticates you on the wireless network and your password will be saved until the next time your password expires.



Q. What effect will the password change have on my mobile phone?

A. Many people use their mobile devices to access their University email via Active Sync. When you change your password, this new password will need to be reflected in the Active Sync set up on your mobile phone. This process will vary to some degree with each mobile phone. Generally you will not be notified of a problem; your device simply will not sync with your email. The steps below provide assistance for changing your password on your mobile phone.

Q. How do I reset my password on my iPhone

A. Apple iOS devices support a number of different email systems (Yahoo, Gmail, etc.), as well as Microsoft Exchange ActiveSync for business-use such as receiving University email. Your other email accounts will not be affected by your University password change.

Here is how to change your password for Microsoft Exchange:

Tap Settings > Mail, Contacts, Calendars > then tap Microsoft Exchange.

If you have already configured this account, the email, domain and username fields

will already be populated. Tap on password field and enter your new password. Once the new password has been entered, email will once again sync.



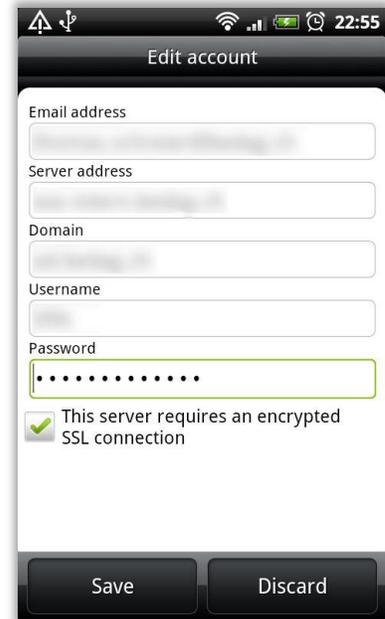
Q. How do I reset my password on my Android based phone?

A. If you have already set up an email account, the following will allow you to change your Microsoft Exchange Active Sync password on most Droid-based phones.

Access your applications, tap on the mail icon > menu (on the phone) > settings (possible under More) > account settings which will bring you to the following screen. The email address, server address, domain and password fields will already be populated. You only need to re-enter your password.

Remember to keep the *This server requires an encrypted SSL connection* checked.

Tap on Save.



Q. How do I reset my password on my Windows 7 mobile Smartphone?

A. Use the following steps to reset the password for your Windows 7 mobile phone.

On Start, flick left to the App list, tap Settings, and then tap Email & accounts. Tap your account. Tap the Password box, and then type your new password. Once your new password has been entered, tap on the check at the bottom of the screen; this will save your settings.

Q. How do I reset my password on my Windows 6 Smartphone?

A. To change your password and re-establish syncing on you Windows 6-based Smartphone, press the Start softkey from the Home screen.



On the next screen, find Messaging and select it.



In Messaging, you will see your Microsoft Exchange account. Select that account and then select Connections. From here, you will be able to re-enter and save your password. Select Done when you are finished.



Q. What if I take my University-owned laptop home and my password expires?

A. You will need to bring the University-owned laptop onto campus in order to change the password for logging into the laptop itself.

Q. What affect will password change have on my VPN connection?

A. If you do not change your password prior to it expiring, you will be unable to connect to the University's VPN system. If this occurs, and you have set up your security profile using Password Manager (www.redlands.edu/passwordmanager), you can go back to Password Manager and reset your password. Once this is completed, you will be able to connect to the VPN using that new password. If you do not have a security profile in place, you can use Outlook Web Access to change your password (you will be prompted for a password change prior to logging in).