Guide: App Specific Passwords (Telstra)

If the normal account password is not working in a mail client *(i.e. Outlook, Apple Mail, etc..)* then an App Specific Password may be required.
This is often required when an account has increased security or two factor authentication enabled.

A new App Specific Password should be generated for each individual use-case/application, and should not be re-used.
And if you need to re-log in to an application or service that already uses an App Specific Password, you should delete/revoke the old password first and then generate a new one to use.

Create App Specific Password(s)

- Log in to Telstra Webmail
  email.telstra.com

- Click on the Menu Button

  if you have a smaller window, you many need to click on the Hamburger Button *first*
- Click `Settings` in the drop down
- Click `Accounts` in the new side menu
- Click `GENERATE PASSWORD` under **App-Specific Passwords**
- Enter a label for the new App Specific Password *(i.e. `Outlook (Laptop)`)*
- Click `GENERATE`
- You will then be presented with a randomly generated password for use with that single application
  You can click on the **generated password** to copy it to the clipboard
- Click `OK`

Delete App Specific Password(s)

- Log in to Telstra Webmail
  email.telstra.com

- Click on the Menu Button

  if you have a smaller window, you many need to click on the Hamburger Button *first*
- Click `Settings` in the drop down
- Click `Accounts` in the new side menu
- Click `MANAGE PASSWORDS` under **App-Specific Passwords**
- **Delete Single App Specific Password**

  - Click the Delete Button that is next to the App Specific Password you wish to delete
  - Click `REVOKE`
- **Delete ALL App Specific Passwords**
  - Click `REVOKE ALL` if you wish to delete all App Specific Passwords at once
- Click `CLOSE`