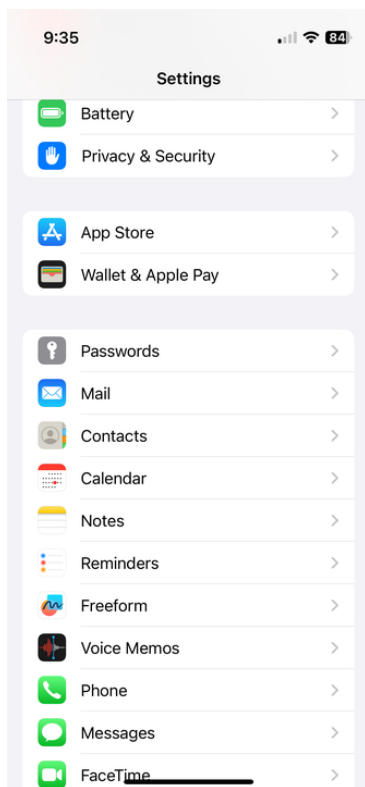
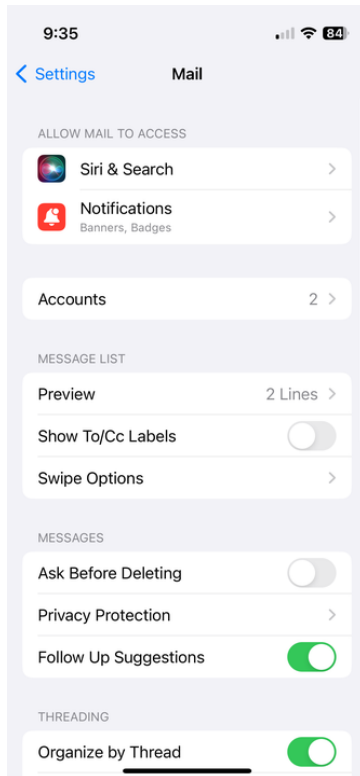


Manually Updating Email Password on iOS

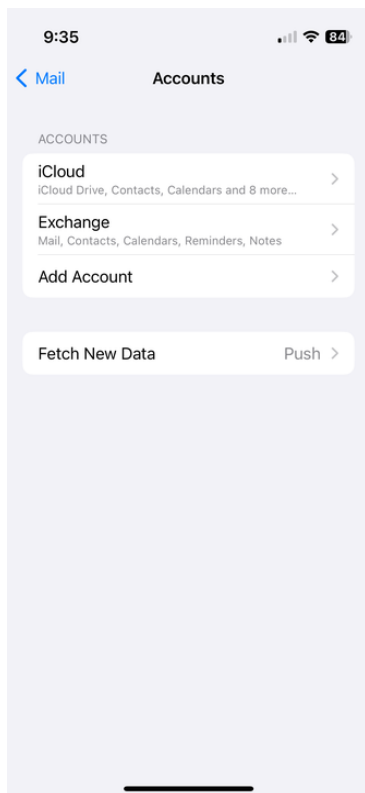
Sometimes it is required to manually update your email password on your iPhone or iPad if the new password prompt is not coming up or you are experiencing issues with emails syncing. In order to manually update the password you will first need to open the Settings app. Then scroll down to the mail section and tap on it. **Note: On newer versions of iOS you will need to open the settings app then scroll down to the "Apps" section then the Mail section will be under that.**



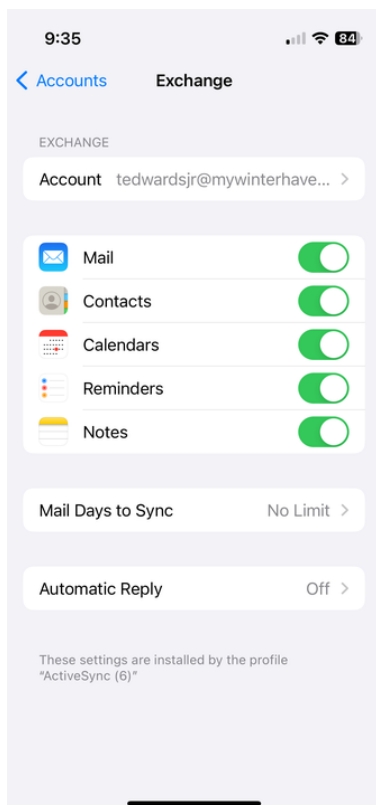
On the next screen tap on Accounts



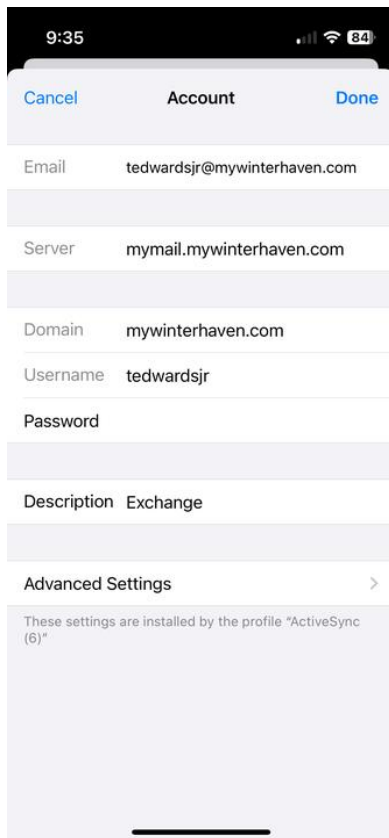
Once inside of Accounts select your email. The label can be different on some phones but it should either be "mywinterhaven" or "Exchange". It should be the second option underneath "iCloud". (Note: If you do not see your email listed please follow the instructions here to add your email manually - <https://mywinterhaven.zendesk.com/hc/en-us/articles/7972192086676-Add-City-Email-to-iOS-Device>)



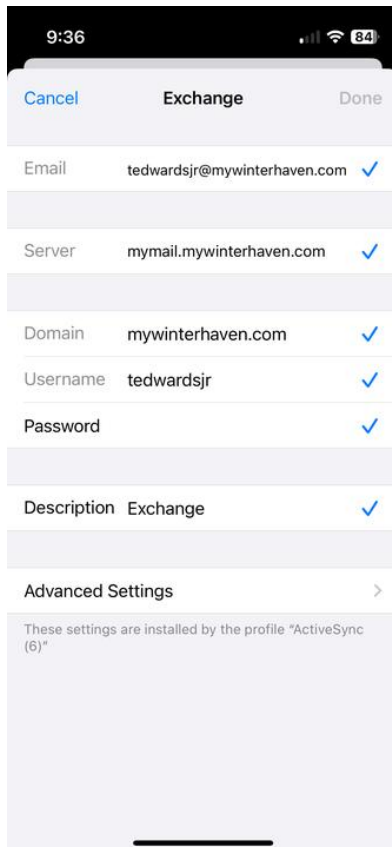
Next tap on the Account button with your email beside it.



Next tap on the Password box, it will be underneath your username.



Type in your email password. This is also the password that you use to sign into city owned computers. Once you have typed it in, tap on the Done button in the top right hand corner of the screen. If you receive all check marks similar to the picture below then your email is now reconnected and will begin to sync.



If you do not receive all the checkmarks your password is incorrect and you will need to try again. If you are unsure of what your password is please put in a help desk ticket or reach out to the Technology Services department at (863)291-5679. If you realize you are only receiving emails for the past 3 days then they are disappearing on your mobile device, follow the instructions here at the bottom of the page to sync all your emails: <https://mywinterhaven.zendesk.com/hc/en-us/articles/7972192086676-Add-City-Email-to-iOS-Device>

If you need any assistance, please fill out a request at: <https://mywinterhaven.zendesk.com/hc/en-us/requests/new>