

GSD. Global – Mobile Phone - Mobile Iron - How to Change Email Password on an iOS device

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General Information:

Possible symptoms/errors:

User wants to change email password on iOS device. User encounters synchronization issue or they recently changed their Windows password.

Alternative names of the system:

MailApple Mail

IMPORTANT NOTICE:

This article is relevant for Mobile Iron devices only.

Solution:

This process needs to be performed in case user encounters synchronization issue or when they recently changed their Windows password.

Advise user to click Settings.

Then, user needs to click Mail > Accounts

Inform user to tap Fresenius Mail.

Then, user must tap Account.

Advise user to enter the new password in the Password field then click Done to save the changes.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A