UCONN HEALTH

UCONN HEALTH IT DEPARTMENT

How to <u>Avoid</u> AD password lock outs after a password change when you carry an Android phone provisioned with MobileIron.

Note: It is recommended that you be on site when changing your network password in the context of your Android phone. Your phone will most likely require re-provisioing if that is not possible.

Here are the steps to take when changing your Active Directory Password

- 1. Shut down the Android prior to making the change.
- 2. Change your password using your computer.
- 3. Log out and back in to the computer to verify a successful change.
- 4. Power up the Android and navigate to the Authenticator Application (a) that is located within your work profile.
- 5. Open Authenticator and follow the authentication prompts.
- 6. Close the Authenticator application and then navigate to the Email + application.
- 7. Enter the new password if prompted.
- 8. Restart the phone.
- 9. Check your mail by selecting the Email+ application once more to confirm success.
- 10. Contact your mobility administrator should you require further assistance.