



# UCONN HEALTH

## UCONN HEALTH IT DEPARTMENT

How to **Avoid** 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-provisioning 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  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.