

UUCONN HEALTHLIT DEPARTMENT TME T

How to avoid network lockouts after a Network/AD password change as an Apple device user.


Prerequisites:

- A. Power down the iPhone
- B. Change the AD password using your computer and then test the change by logging back in.

Steps

1. Power up the iPhone
2. A minute or two later you should be presented with a prompt to enter the new password
 - a. The prompt will have "edit settings" as the only option and it should be chosen.
Note: If you are not prompted, checking your mail should result in the prompt.
3. Enter the newly created password .
4. Navigate back to your email icon on the home screen and recheck your mail to confirm success.

Remediation if you have not been prompted via the "Edit Email Settings" notification.

1. Open the MobileIron application and choose settings.
2. Select troubleshooting and then check for updates. -
Note: If you still have not been prompted to "edit settings" continue to step 3
3. Select re-enroll (located below check for updates) and follow the prompts to download a new profile.
4. Collapse to the home screen and choose the settings icon.
5. Scroll up to the phrase "Profile Downloaded".
6. Choose "Profile Downloaded" and follow the prompts to reinstall the profile.
7. Collapse to the home screen and choose the native email application icon.
8. Check your mail to confirm success.
 - a. If email is flowing then your change is was successful
 - b. If email is not flowing, open the authenticator app  and follow the prompts.
 - c. Contact your mobile administrator should email connectivity problems persist.

Note: Before contacting your administrator please go to settings and then general . Choose transfer and reset and then choose reset network settings. Enter the lock code of the phone if prompted for a password and allow the phone to reboot. Check your email for connectivity.