This document shows how to set up and use an app password, which is needed unless your email app or phone supports NetID+ authentication, such as Outlook, or certain mobile email apps.

There are all kinds of options out there for mobile email, but for the sake of brevity, this document’s Android and iPhone sections only exemplify the stock mail apps and Gmail. You may find that one of these will suit your needs, or you may seek out another program out there that better fits your tastes.

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**Getting Started**

1. You’ll need NetID+ before we get started, so if you haven’t set it up yet, you can do so here:
   
   netid.arizona.edu
   (call the 24/7 Help Desk at 626-8324 for assistance)
   If you already have, continue on to step 2!

2. Whether you’re looking to get your work email on your device working again, or set it up for the first time, you’ll need to generate an app password, which you can do by logging in here:
   
   https://app-pw.catnet.arizona.edu

3. Once you’ve logged in, you’ll be asked to ‘Create an App Password.’ What you’ll want to do here is **name** your password for where you will be using it (e.g., "Galaxy S7 GMail", "Home MacBook Apple Mail", "Work Thunderbird"), and click **create**.

   **Note:** App passwords are intended to be used with a single client application, not re-used across multiple applications/devices. You may generate as many app passwords as necessary and do not need to store or remember them (they do not expire, and may be revoked at any time).
4. Deleting the Account

(You can skip this step if you’ve never set up your work email on your phone before - you still need to go to Settings > Accounts, but then go on ahead to Adding Your Account.)

This may sound scary, but you’re not deleting any info within the account, just your phone’s connection to it for the moment.

Go to your phone’s Settings. Should have some sort of gear icon, maybe:

Within Settings, there should be some sort of Accounts section, whether it’s called “Accounts,” “Accounts & sync,” or even “Users” or some similar thing.

In Accounts, you’ll need to find your netid@email.arizona.edu account.

If you use Gmail, it might show as either “Exchange,” or as your email, depending on how your menu looks.

Same goes for if you use the stock Android email app; this one will either show up as “Microsoft Exchange ActiveSync,” or as your email, netid@email.arizona.edu
4. Select your account, and there should be some kind of menu icon in one of the corners, usually comprised of **three dots**:

Note: you may need to tap on the name of your account/tap it again, to get to the correct screen with the menu you need. So your process might look something like:

Select Exchange > select netid@email.arizona.edu > tap menu icon
or
Select Microsoft Exchange ActiveSync > select netid@email.arizona.edu > tap menu icon

Another note: If there’s no menu icon anywhere, you may need to press the **context menu button** on your phone, if you have one:

Either way, you should have the option to **Remove account**

You should get a pop-up similar to below, requesting confirmation. Go ahead and select **Remove Account**
5. Adding Your Account Again (or, For the First Time)

Tap + Add Account
(For those adding an account for the first time, your phone’s accounts section may be called something like “Accounts & Sync” or “Users,” etc. It should be something synonymous to one of those.)

Select the type of account you’d like to add:

For **Gmail**, choose **Exchange**

For **Android Email**, choose **Microsoft Exchange ActiveSync**

**Gmail**

Enter your email, netid@email.arizona.edu

For Android Email, also enter your **app password** here (make sure to include the dashes).

Press **Next/Sign In** when you’re done.

**Android Email**
Now Gmail should be asking for your password– use your **app password** here.

Enter your email, `netid@email.arizona.edu` for **Domain\username**. For **Server/Exchange server**, enter `outlook.office365.com`. You can tap **Show Password** to confirm that you’ve correctly typed your app password.

That should be all you have to enter/change on this page. Press **Next/Sign In** when you’re done.

Both Gmail and Android Email should give you a pop-up warning that looks like this. Click **OK**, and you’ll get more details on the next screen, after which you’ll just need to tap **Activate**.

And you’re all set! Your account should show up as either your email address, ‘Exchange’ or ‘Microsoft Exchange ActiveSync,’ depending on your phone. When you go into Mail or Gmail, your mailboxes should begin to populate– it will probably take a while, depending on how much mail you have.
4. Deleting the Account

(You can skip this step if you’ve never set up your work email on your phone before - you still need to go to Settings > Mail, Contacts, Calendars on your phone, but then go on ahead to Adding Your Account.)

This may sound scary, but you’re not deleting any info within the account, just your phone’s connection to it for the moment.

Go to your phone’s Settings. Should have some sort of gear icon, maybe:

Within Settings, scroll down to ‘Mail, Contacts, Calendars.’

Tap Exchange

Confirm that this is the correct account, your netid@email.arizona.edu (especially if you have more than one Exchange account on your phone for some reason)

Tap Delete Account

You should get a confirmation message. Go ahead and tap Delete Account again.
5. Adding the Account Back (or, For the First Time)

Back in Settings, scroll down to **Mail, Contacts, Calendars**, then tap **Add Account**, then tap **Exchange**.

Enter your **netid@email.arizona.edu address** where it says **Email** and **Username**.

**Password** is where you’ll enter the **app password** you generated earlier. Don’t forget the dashes!

Don’t worry about **Domain**, and you can change **Description** if you like, up to you.

Tap **Next** in the top right when you’re done.

Pretty much all we’re doing here is adding the **server**, which is **outlook.office365.com**

Again, tap **Next** in the top right when you’re done.

On the next screen, you can choose what things you would like to have sync– you can change these settings anytime by going back to **Settings**, going to **Mail, Contacts, Calendars**, and selecting your account. Tap **Save** when you’re satisfied with these settings.

And you’re all set! Your account should show up as whatever was in the Description box (so if you left the default, it’s called Exchange).

And when you go into Mail or Gmail, your mailboxes should begin to populate– it will probably take a while, depending on how much mail you have.
Mac Mail

(You can skip to Step 5 if you’ve never set up your work email on your Mac before - go on ahead to Adding/Re-Adding the Account.)

4. Deleting the Account
This may sound scary, but you’re not deleting any info within the account, just your mac’s connection to it for the moment.

Open up Mail

Once you’ve got Mail open, click Mail in the top left, in the menu bar, then click Accounts...

With the correct account selected (if you only have the one, it’s already selected), click the minus button at the bottom left.

You should get a pop-up similar to this, asking for confirmation. Click OK.

Then go ahead and quit Mail, either by pressing Command+Q, or clicking Mail in the top left, then Quit.
5. **Adding/Re-Adding the Account**

Open/Reopen Mail. Whether you’re re-adding the account, or adding for the first time, the window that comes up should look something like this:

A pop-up will ask for your name, email, and password. For the password, enter the app password you generated earlier (remember to include any dashes).

Click Sign In when done. You’ll very likely get an error here—don’t worry, that’s expected. (If you don’t get an error... call for help.) All you should have to do here is enter outlook.office365.com as both server locations.

Click Sign In when done.

Here, you’re selecting what you’d like to sync to your Mac.

Click Done when finished, and you’re all set! Your mail (and whatever else you had selected) will begin to download. This may take some time, depending on how much you had in your mailbox.
If your device that’s using an app password is ever lost or stolen, you can remotely revoke access to your work email by following the method below.

Once you’ve created your app password and used it where you will, click **Done**.

As the warning stated, your app password will never show up here again, but you can see your name for it, when you created it, and when it was last used. The last item there is the option to **Revoke** the password. Once you’ve clicked that, it should only take a few minutes for your device (wherever it is) to stop receiving new information, and if anyone has your device, they’ll no longer be able to send out emails with your account. They can, however, still access anything that’s already been sent to your account and loaded onto the phone, so depending on your situation, you may still want to contact your phone provider to try to have the phone located and/or remotely wiped.