



How to Set Up and Use An App Password with Thunderbird

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., "Work Thunderbird", "Galaxy S7 GMail", "Home MacBook Apple Mail"), and click **create**.

UAConnect 365 App Passwords

Create an App Password

app name (e.g. "Galaxy 7 Mail", "Home MacBook Apple Mail", "Work Thunderbird")

+ 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).

You should now see something like this:

Generated app password

Your app password for *Work Gmail on Phone*

uimf-hhnf-xkcd-oyse



Warning: This password will no longer be visible once you click **Done** (or close the window), so please copy and use it right away.

As it says to the right, this password will disappear once you click 'Done' or close the window, so don't do either of those just yet.

(If you accidentally clicked Done or closed/refreshed the window, just go ahead and Revoke that password and Create a new one, no worries! It's just nice to have ready.)

In this document, we're assuming the more common case we'll see is people who already use Thunderbird who need to update their account information. If you currently use Thunderbird, and need to update your account to use an app password, continue reading after the Table of Contents.

If you are a new user, click on the New Users section in the Table of Contents. (The process is a bit similar, but there's less to do, and it's easier to explain separately.)

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[Current Users](#) ↘

[New Users](#)

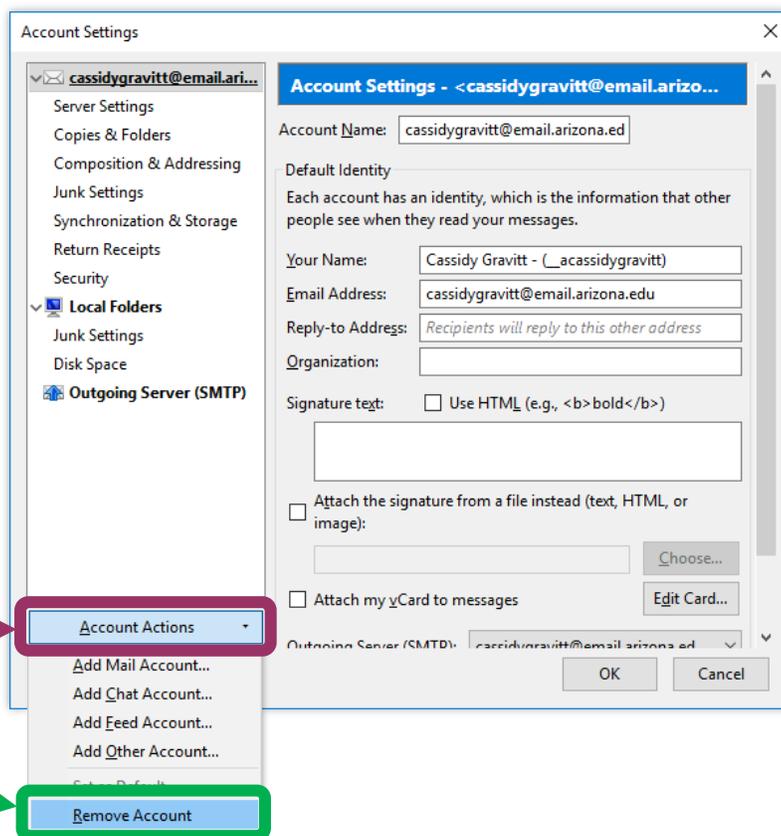
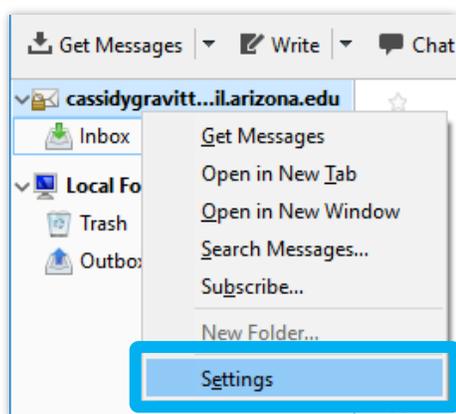
[Lost/Stolen Device Tips](#)

Current Users

4. Removing the Account

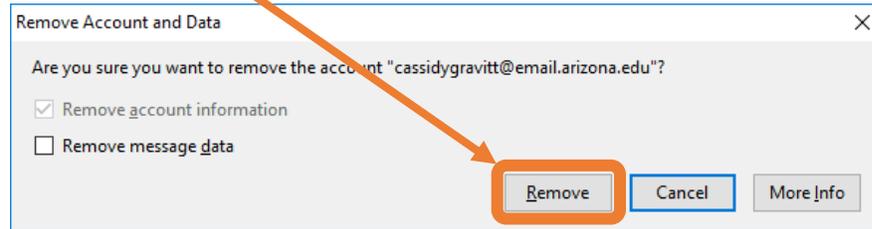
First, we're going to remove the old account info so we can re-add it fresh.

Above your inbox folder(s), right-click your email address, like in the image below, and select **Settings**.



An Account Setting window should come up, and you'll want to find the **Account Actions drop-down menu**, possibly somewhere in the lower left. Within that menu, select **Remove Account**.

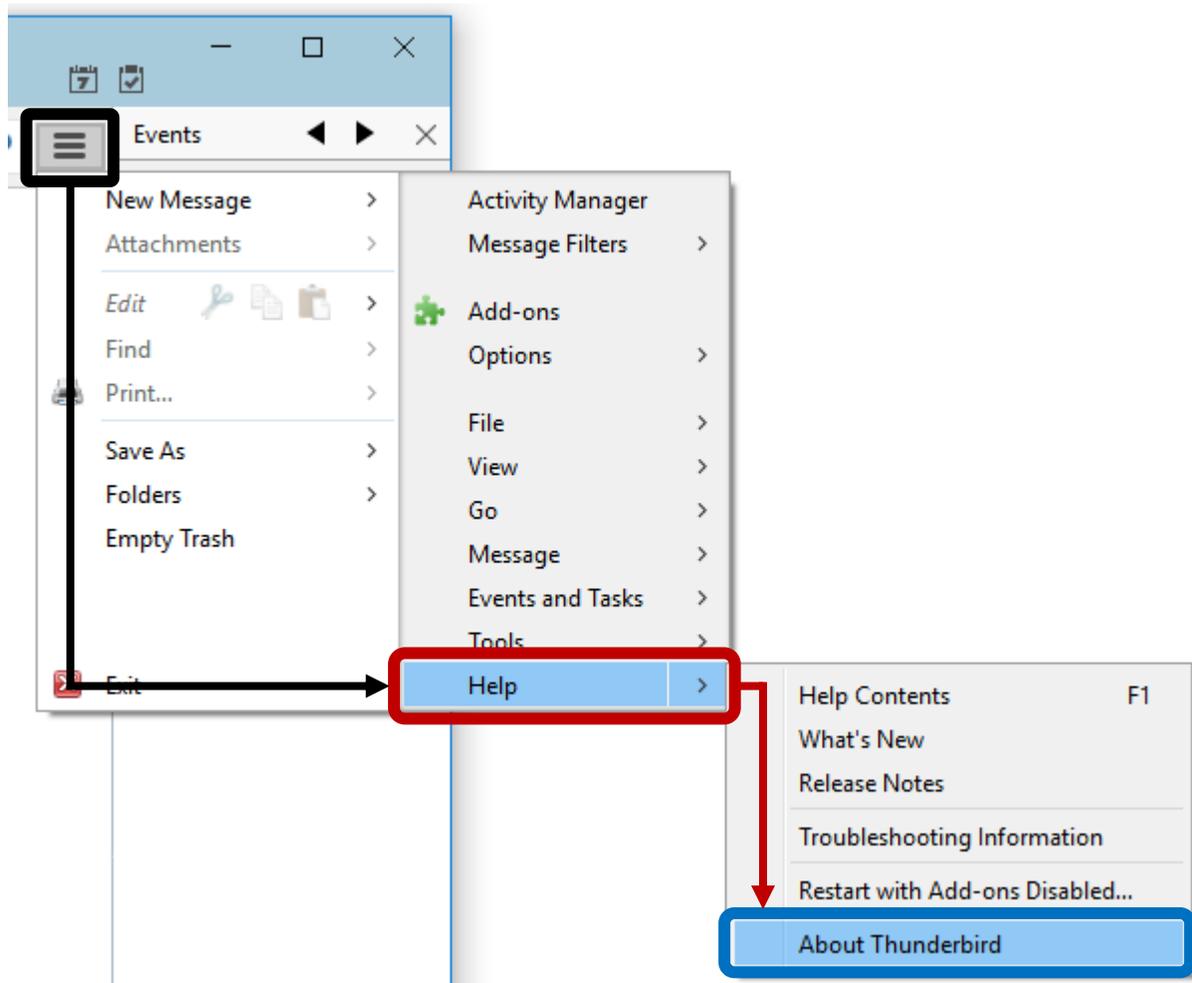
You should get some sort of warning pop-up similar to this. If there's an option to check 'Remove message data' don't worry about that, as we're adding your account right back in, and we want your data to stay where it is for now. Go ahead and click **Remove**.



5. Updating Your Email App

Thunderbird is set to update itself by default, but let's just do a quick check to make sure it's up to date!

Navigate to the **Help menu**. In my version, it was within the **three-bar menu** at the top right of the window, but in other versions, it may be among the options along the top left. Select **About Thunderbird**.



5. Updating Your Email App

cont'd You should get a window similar to below:

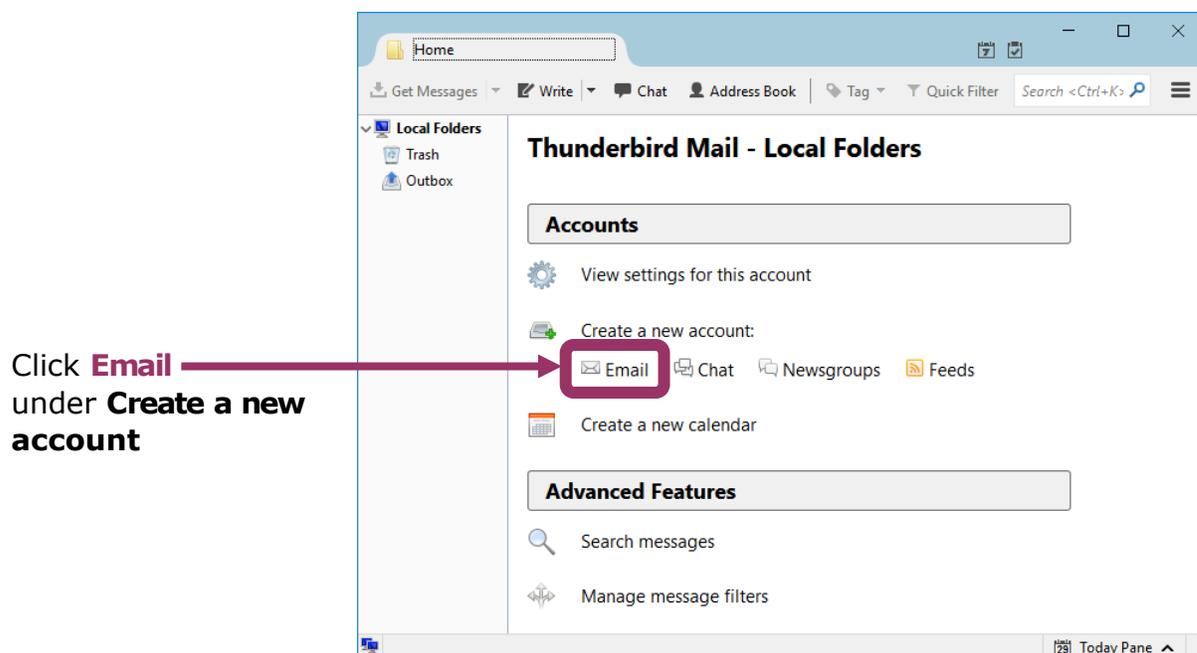


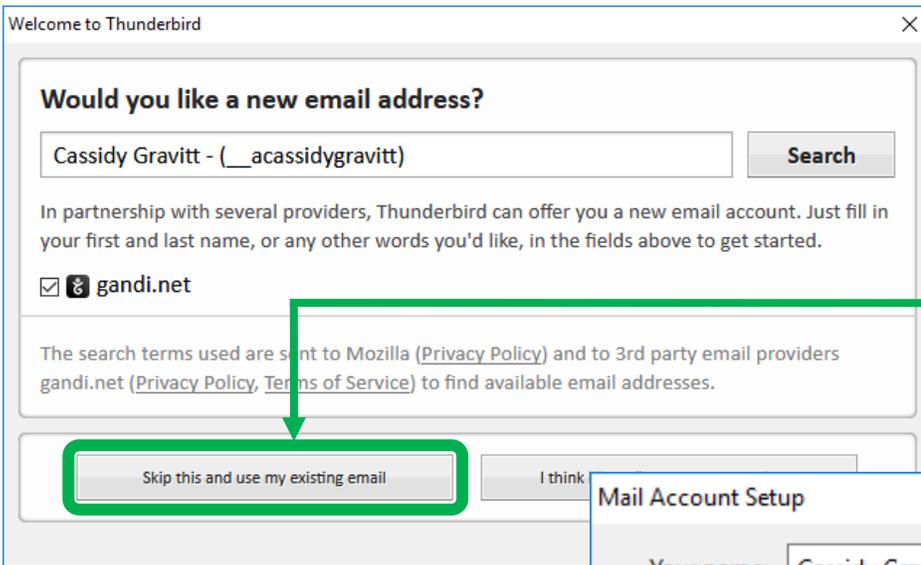
The main thing to focus on here is **this**. If it says 'Thunderbird is up to date' you're all set. If it looks any different- mainly if it says 'Downloading update...' then eventually there's a button that says something like 'Restart Thunderbird to Update'- you'll need to take action on that.

If you do need to update, go ahead and press the button that comes up to re-start and update Thunderbird, and rejoin us on the next step.

6. Re-Adding the Account

Now that we know your client is up to date, you should have a window that looks something like this:



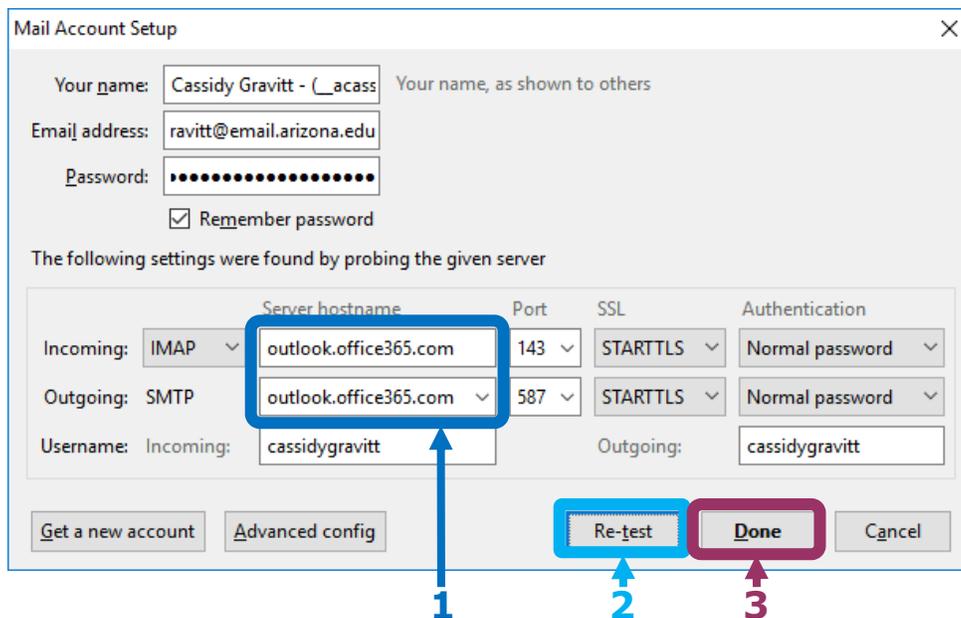
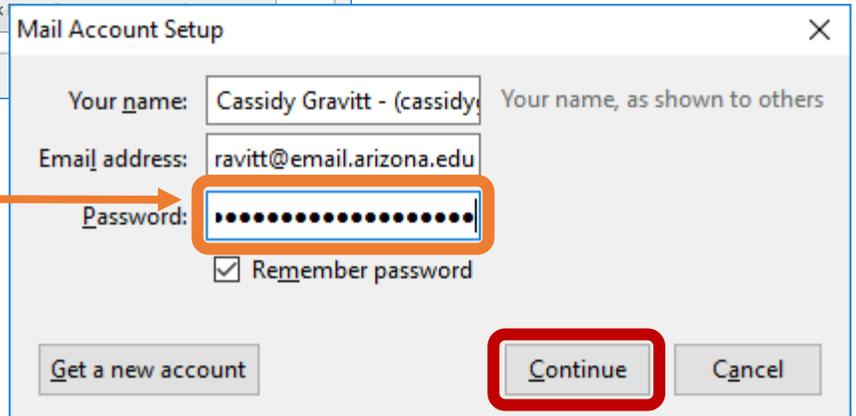


A window similar to this should pop up.

Since we'll be using your existing @email address, not creating a new one, click **Skip this and use my existing email**.

Next, you'll be asked for your name (should be auto-filled), your email, and your **password**—**this** is where you'll use the app password you generated earlier, instead of your NetID password (make sure to include the dashes).

Click **Continue** when you're done.



The window should expand to include server settings. All you should have to do here is:

1. Change the incoming and outgoing servers to **outlook.office365.com**
2. Click **Re-test** so the program grabs the correct server settings.
3. Click **Done**, and your account and inbox should show up in your list of mailboxes.

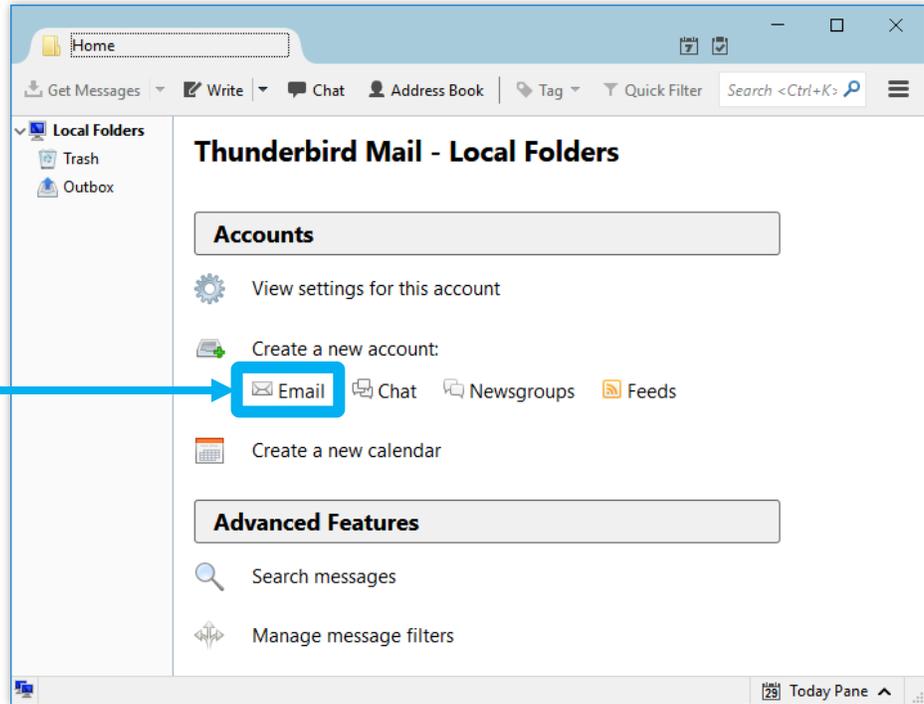
And you should be all set! If you have any questions, consult the our [Lost/Stolen Device Tips page](#), or feel free to call us anytime at (520) 626-7094.

New Users

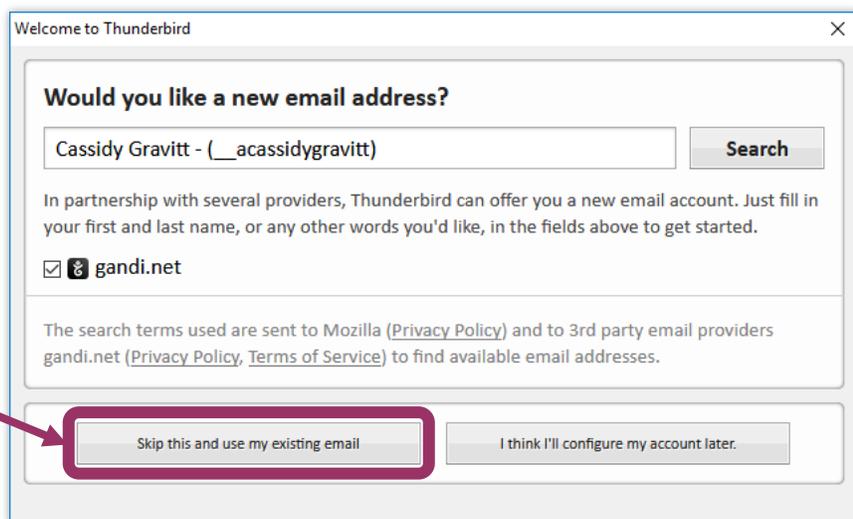
4. Setting Up Your Account

Upon opening Thunderbird, you may have a window automatically pop up that says 'Would you like a new email address?' (If so, continue to the next image.) If not, this is what you should see:

Click **Email** under **Create a new account**.



Since we'll be using your existing @email address, not creating a new one, click **Skip this and use my existing email**.



Next, you'll be asked for your name (should be auto-filled), your email, and your **password**- **this** is where you'll use the app password you generated earlier, instead of your NetID password (make sure to include the dashes).

Click **Continue** when you're done.

Mail Account Setup

Your name: Cassidy Gravitt - (cassidy) Your name, as shown to others

Email address: ravitt@email.arizona.edu

Password: [Redacted]

Remember password

Get a new account Continue Cancel

Mail Account Setup

Your name: Cassidy Gravitt - (_acass) Your name, as shown to others

Email address: ravitt@email.arizona.edu

Password: [Redacted]

Remember password

The following settings were found by probing the given server

	Server hostname	Port	SSL	Authentication
Incoming: IMAP	outlook.office365.com	143	STARTTLS	Normal password
Outgoing: SMTP	outlook.office365.com	587	STARTTLS	Normal password

Username: Incoming: cassidygravitt Outgoing: cassidygravitt

Get a new account Advanced config Re-test Done Cancel

1 2 3

The window should expand to include server settings. All you should have to do here is:

1. Change the incoming and outgoing servers to **outlook.office365.com**
2. Click **Re-test** so the program grabs the correct server settings.
3. Click **Done**, and your account and inbox should show up in your list of mailboxes.

And you should be all set! If you have any questions, consult the next page, or feel free to call us anytime at (520) 626-7094.

Lost/Stolen Device Tips

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.

Generated app password

Your app password for *Work Gmail on Phone*

uimf-hhnf-xkcd-oyse  **Warning:** This password will no longer be visible once you click **Done** (or close the window), so please copy and use it right away.

How to use it

Enter this password into the password field of your client's authentication settings.

This app password can only be used with applications **not** supporting **modern authentication** (e.g. POP/IMAP clients and older versions of Outlook).

Don't worry about remembering or saving this password; you may always revoke it and generate a new one.

DONE

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

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app name (e.g. "Galaxy 7 Mail", "Home MacBook Apple Mail", "Work Thunderbird")

+ 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).

NAME	CREATED	LAST USED	ACCESS
Work Gmail on Phone	May 24, 2017 4:27:14 PM	Aug 24, 2017 7:38:15 AM	REVOKE

app-pw.catnet.arizona.edu

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/local IT to try to have the phone located and/or remotely wiped.