

The enforcement of password policy and continued access to email on your Mobile device

To comply with City policy, the Information Technology Services Department (ITSD), in the near future will begin enforcing City of Albuquerque password policies and standards. This policy will force each of us to change our Active Directory password on a 90 day cycle. Passwords are the most basic level of defense in keeping City resources and information secure.

To continue to receive email on your mobile device after an Active Directory password reset, both your Active Directory password and your mobile device password have to be the same.

The following instructions are to be used in changing your Exchange account Password on your mobile device.

iPhone Exchange account password reset.

****This must be done every time you change your password in Active Directory****

1. Tap on **Settings**



2. Tap on **Mail, Contacts, Calendars**



3. Tap your email address for which you want to change the password. For Exchange, tap on “**Exchange**”.



4. Change password. (Change this password to the same password as your Active Directory internal password)



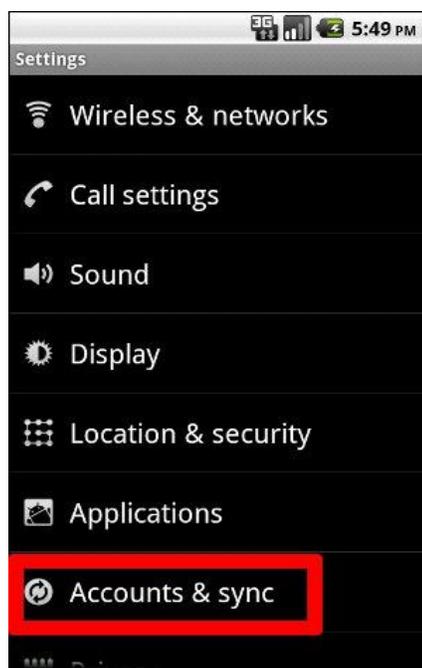
5. Press the **Home Button** to return to the Home Screen.

Changing Your Exchange Password on the Android Device

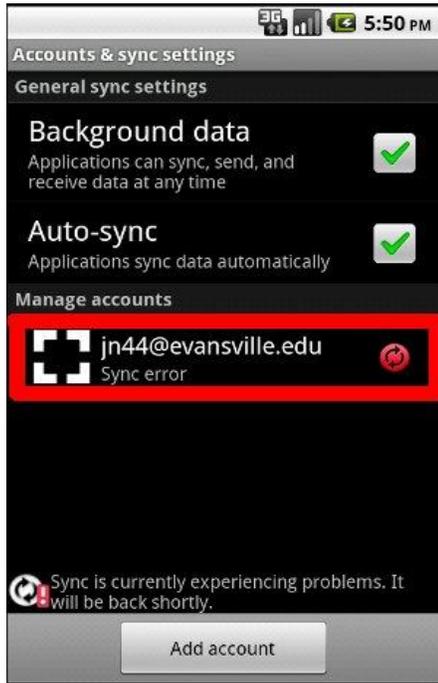
1. Open your applications menu and press the settings icon.



2. Select Accounts & Sync from the list.



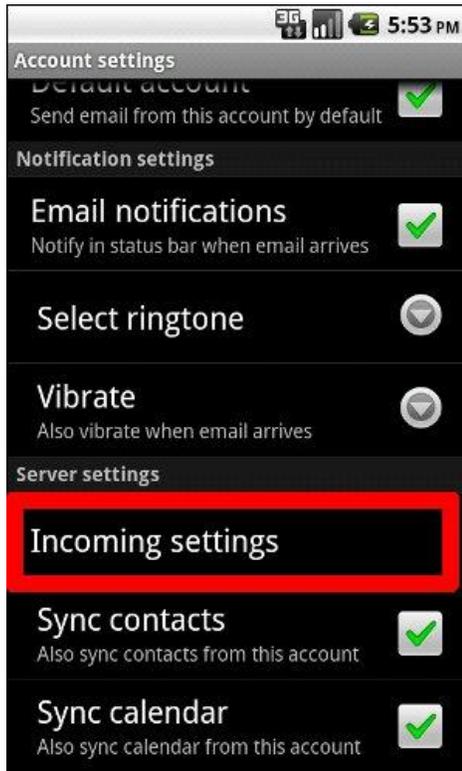
3. Select your exchange account.



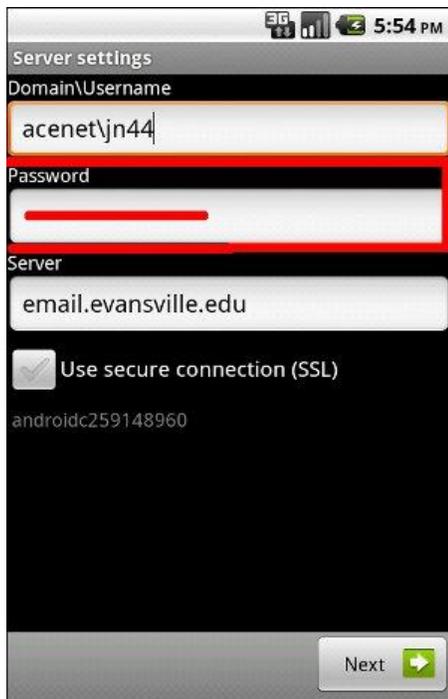
4. Select Account settings.



5. Scroll down and select Incoming Settings.



6. Go to the password field and enter your new password. Then press next. (**Change your password to match your internal Active Directory password.**)



7. Your phone will check the connection and return to the Account Settings page.

Press home and your password will be set.