

Antioch University Knowledgebase Article

Resetting Gmail Password in Droid, iPad, and iPhone

Date Written: 9/15/2011

SUMMARY:

After running AUeID, the user will probably need to reset the password in his/her mobile device. Most of the AU user base has either a Droid, iPhone, or iPad. Here are detailed instructions for these devices.

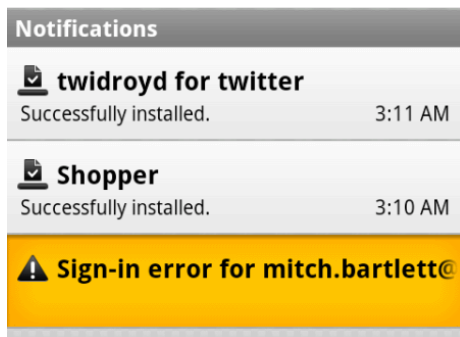
PROCESS:

1. Ask the user if s/he has run AUeID. If so, the Gmail password stored internal to the mobile device will probably need to be changed to match the new AUeID password.
2. Refer to the specific directions below for Droid, iPhone, and iPad devices. If the user is calling about a different device, ask the user for model of smartphone, then google the phrase “reset gmail password on (insert device)”.
3. Walk through the process sequentially with the user.
4. Verify the process worked by either waiting for email to start appearing, or the CHD technician can send a test email to that user’s Antioch.edu email account. The new email should show up on the device.
5. Close the ticket.

SPECIFIC INSTRUCTIONS

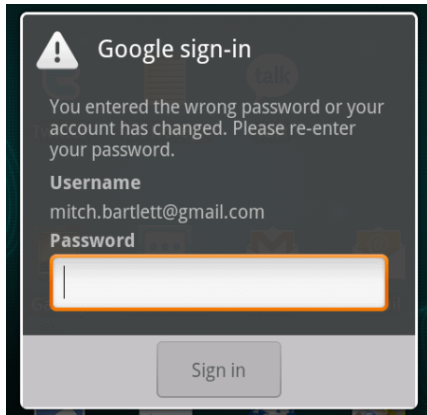
Droid

1. Open **Gmail** and press **Menu > Refresh**. The sync will fail. (The Menu key key is the button towards the bottom of the phone that is to the left of the button with a “house” on it. The Menu button has four horizontal lines or four squares on it).
2. Close Gmail and slide down the notification bar.
3. Tap the **Sign-in error...** option.



Look for sign-in error similar to this one.

4. You will be prompted to enter your new password. Tap **Sign in** when done.



iPhone

When you change your AUEID password, and use an iPhone or iPod Touch to access your Antioch email, you need to change the password that is saved within the email application.

1. Tap the **Settings** icon.



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



3. Select your Antioch.edu account. (Note: your username should appear before the @antioch.edu)



4. Select the account itself.



5. Enter your new password in the **Password** field.



6. When finished, touch the **Done** blue box, and then the round recessed button the the iPhone itself to return to the main screen.

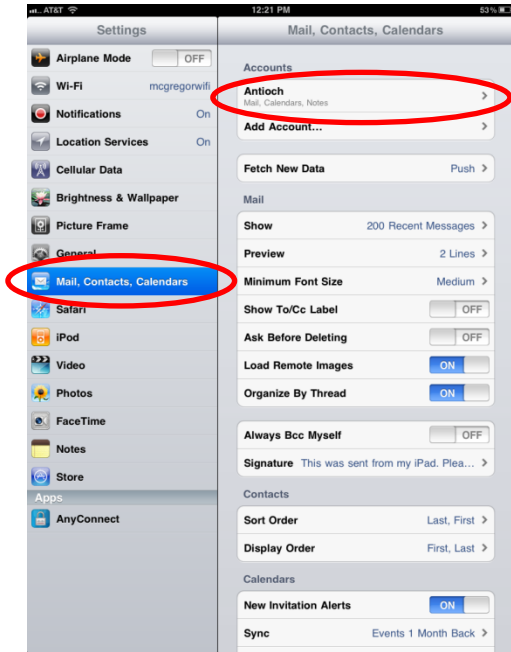
7. To test for success, touch the mail icon.

iPad (Note: there may be some differences depending on device configurations)

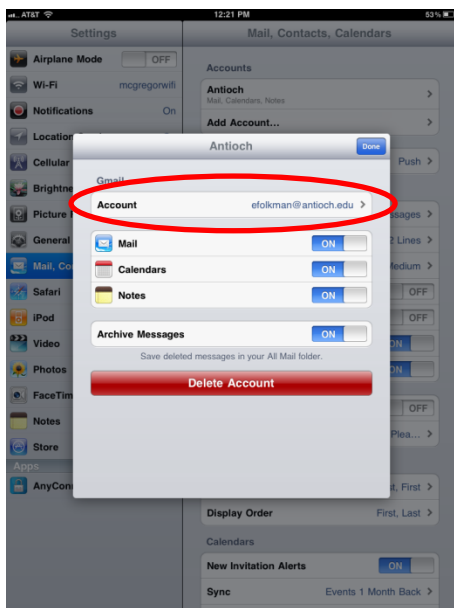
1. Touch “Settings” (grey icon with gears on it)



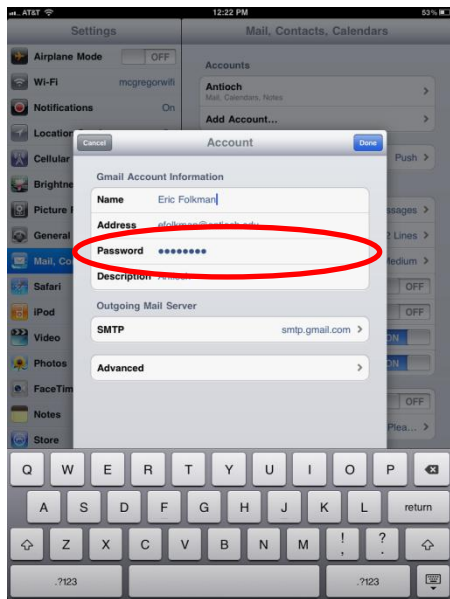
2. About halfway down on left, touch “Mail, Contact, Calendars” menu item



3. On right side of screen, you should see the top option as “Antioch”. Touch this.
4. Hopefully, A pop up window will show up that shows “Account **username@antioch.edu**”. Touch this line.



5. Another pop up window labeled “Account” with a few settings. Your name should be next to the word “Name”. The third menu choice down is “Password”. Touch this.



6. The text cursor is now blinking in this field, probably at the end of the password, which is shown with all black dots. Simply backspace over all of the dots and then re-enter your AUeID password.
7. When finished, touch the “Done” blue box in the upper right corner of the Account window.
8. That window goes away, then click the “Done” box in the “Antioch” window. You should now be in “Mail, Contacts, Calendars” menu.
9. Press the round recessed button on the iPad itself to return to the main screen.
10. To test for success, touch the “Mail” icon at the bottom of your screen.