

# iOS/OS Mail Account Update and Rebuild

If you are using the **built-in Mail app** for your **iPhone or Mac (images in A.)** and you receive an **error** about an **incorrect password (images in B.)**, you will need to update or rebuild your email account on your device.

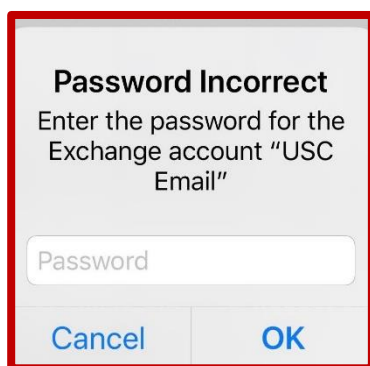
**A. iPhone Mail App**



**Mac Mail App**



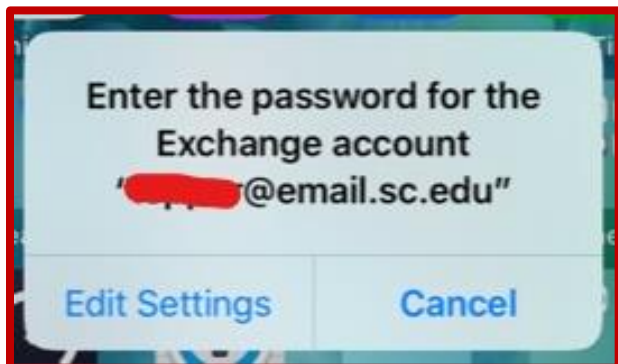
**B. Errors – These errors may appear like this or in another form asking you to sign in.**



- This **Password Incorrect error** will not accept your password. You will continue to receive this error until your email account is rebuilt.

**Follow steps on:**

**[iPhone Email Rebuild: Pages 5 - 9](#)**



- If you receive this error, you will need to update your password on your iPhone and authenticate with DUO.

**Follow steps on:**

**[iPhone Password Update: Pages 2 - 4](#)**

**Table of Contents:**

**[iPhone Password Update: Pages 2 - 4](#)**

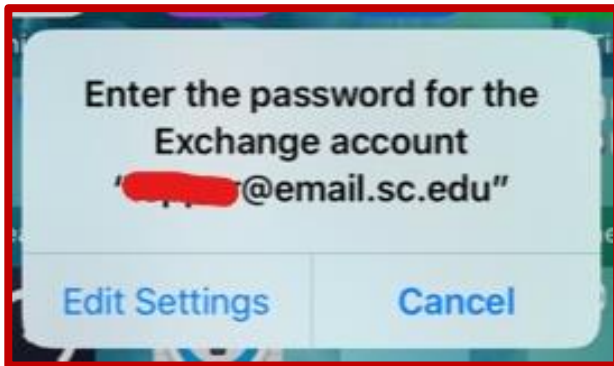
**[iPhone Email Rebuild: Pages 5 - 9](#)**

**[Mac Email Rebuild: Pages 10 - 13](#)**

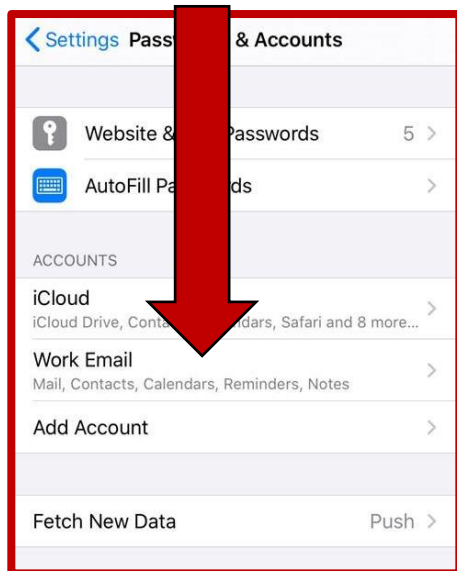
**[Additional Information: Page 14](#)**

# iPhone Password Update

If you receive this error, follow the below instructions.

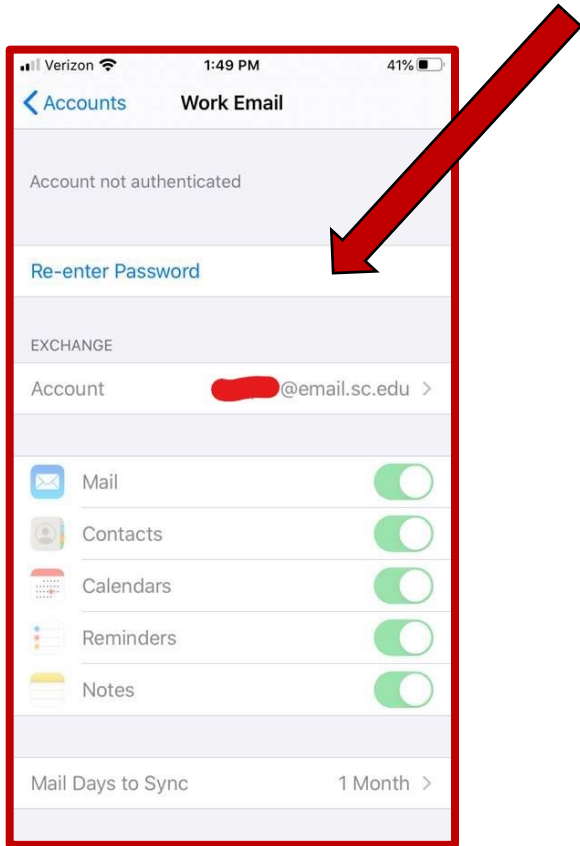


1. Click **Edit Settings**
2. This will open your **Password & Account** settings area:
  - When this appears, you will have to select your existing **UofSC** email account under **ACCOUNTS**

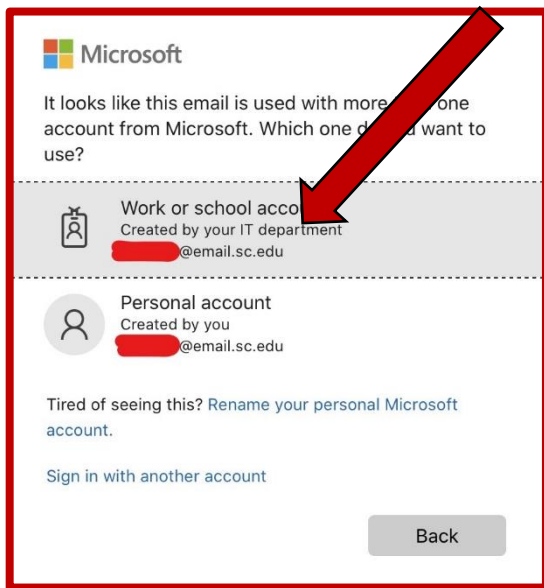


*\*Note: account names may vary.*

3. This screen should appear. Click **Re-enter Password**:

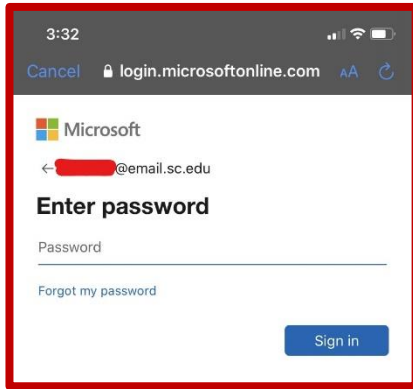


4. If prompted, select **Work or School account**:

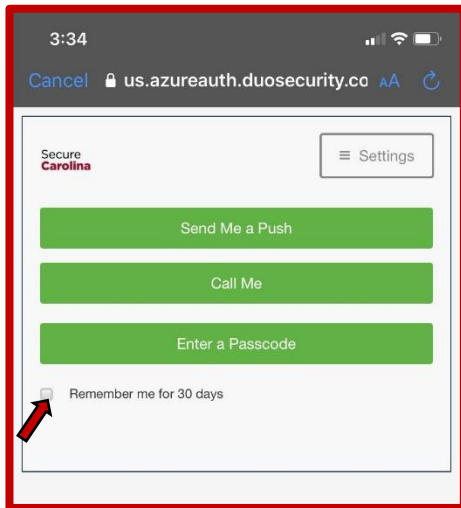


\*Note: You may not be prompted for this. Continue to next step if not prompted.

5. **Re-enter the password** for your university email account:



6. **Authenticate with Duo** - \*You can select for Duo to remember your Outlook sign in for 30 days:



7. You should now be able to open your Mail app and not receive an error.

**Still receiving an error?**

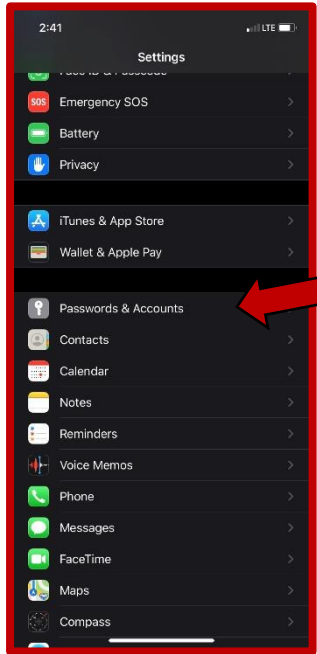
**Continue to next section on - iPhone Email Rebuild**

# iPhone Email Rebuild

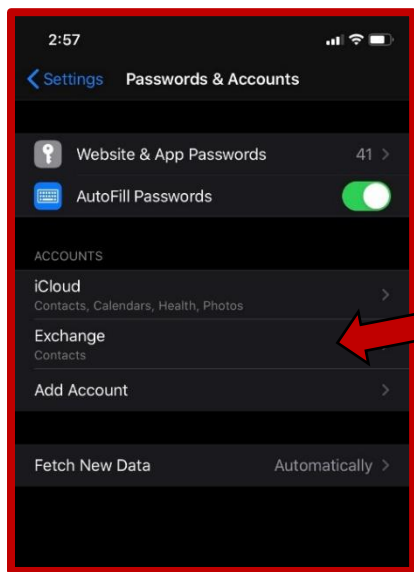
1. Click the Settings icon:



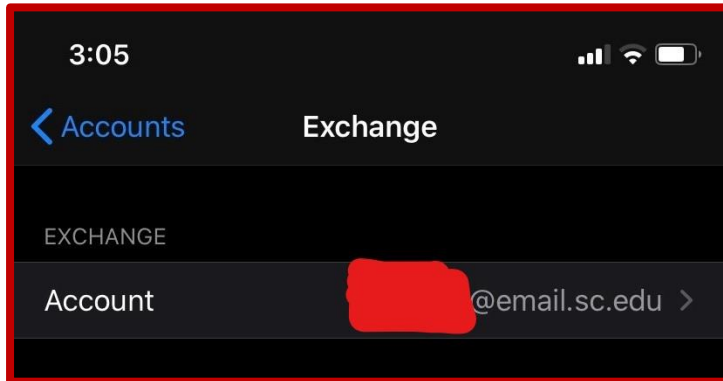
2. Scroll down and click Passwords & Accounts:



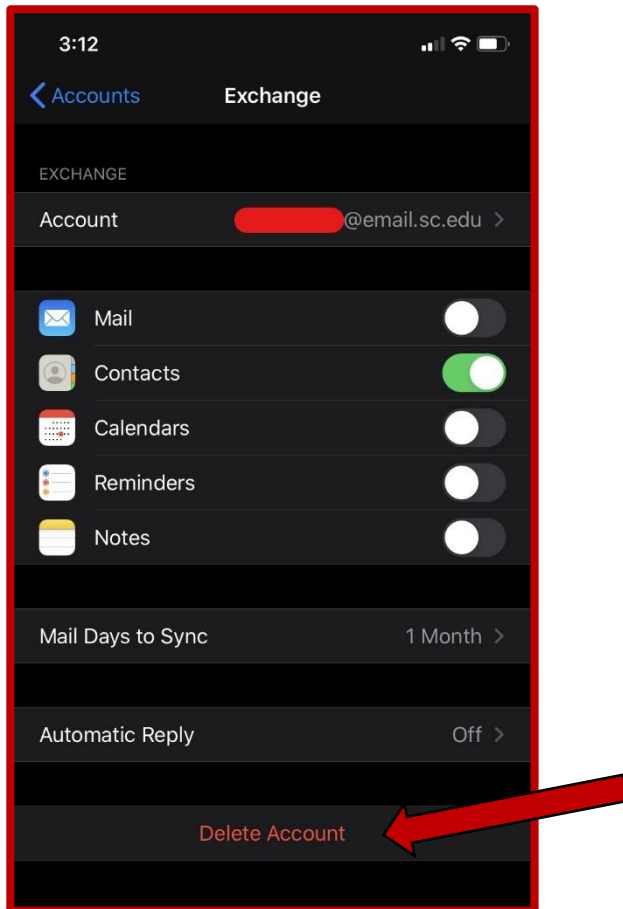
3. Under accounts -> click on your Exchange/Your university email account:



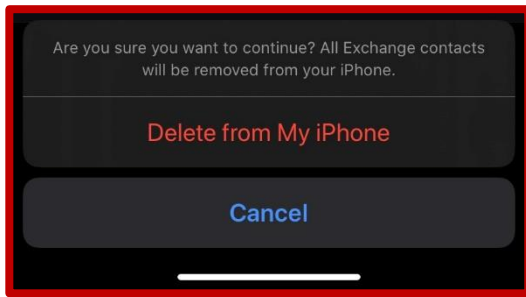
4. Confirm that this is **your university email account**:



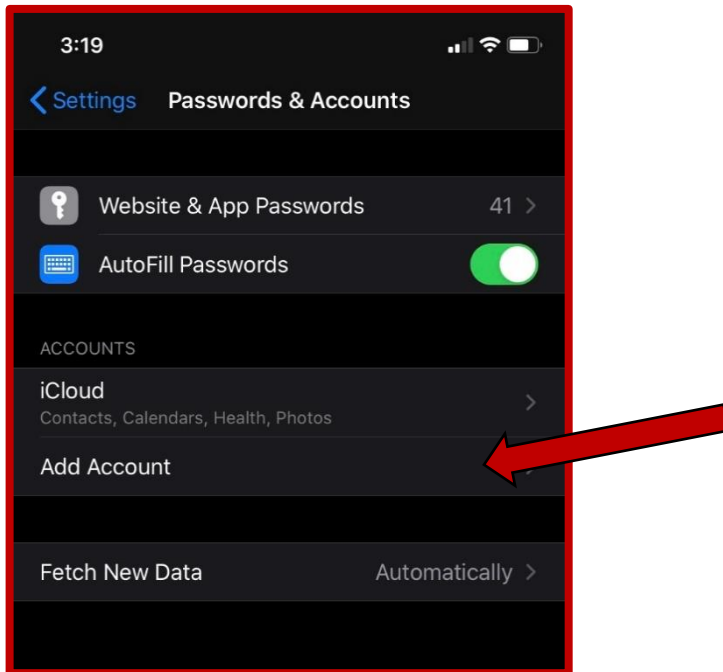
5. Once you have confirmed this is your university email account, click **Delete Account**:



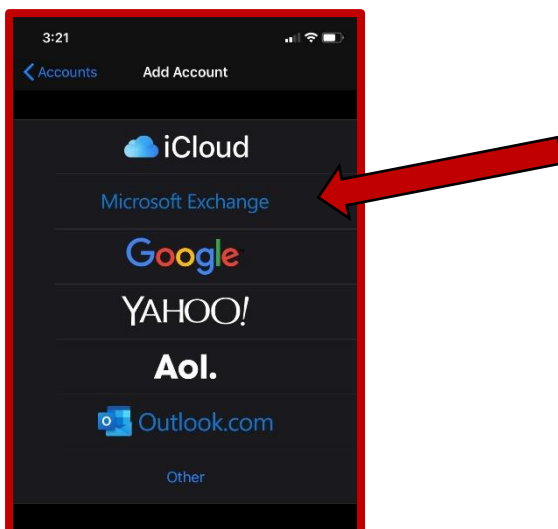
6. Click **Delete from My iPhone** when this appears:



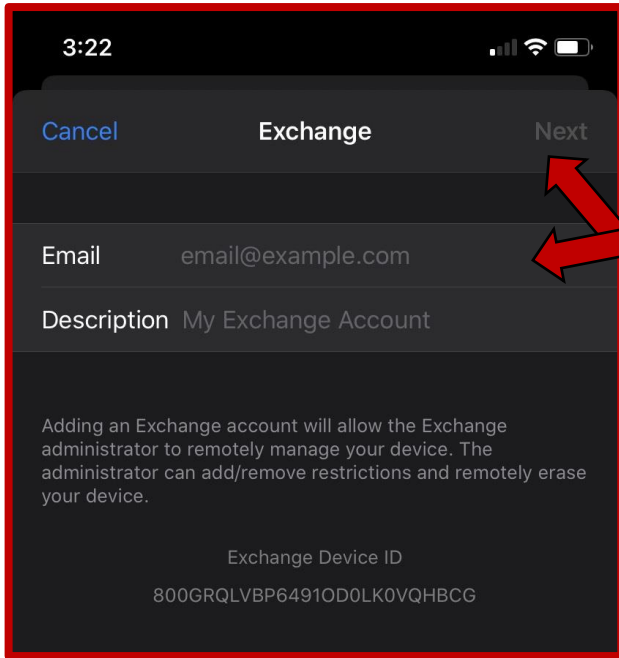
7. Click **Add Account**:



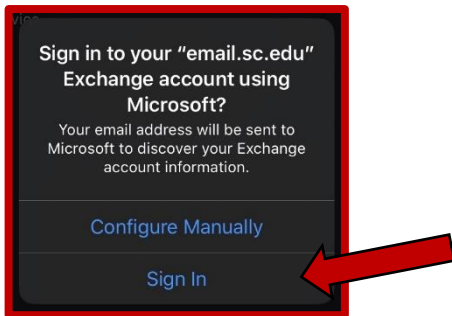
8. Click **Microsoft Exchange**:



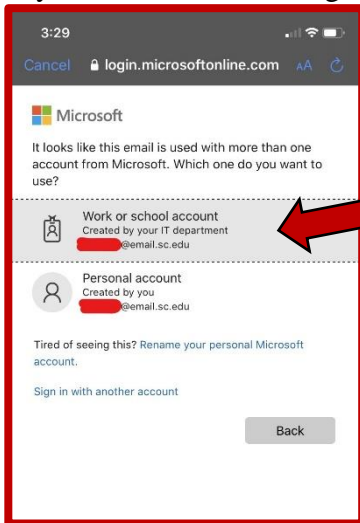
9. Enter in you full **UofSC email address** where it says email-> Click **Next**:



10. Click **Sign In** when this appears:

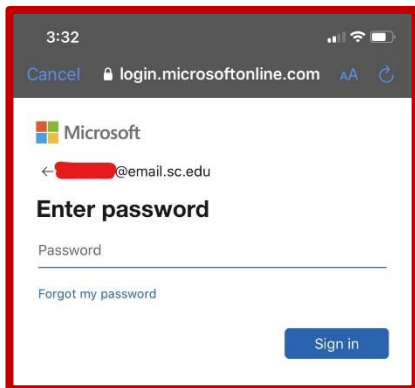


11. If you receive this message below -> Click **Work or school account**:

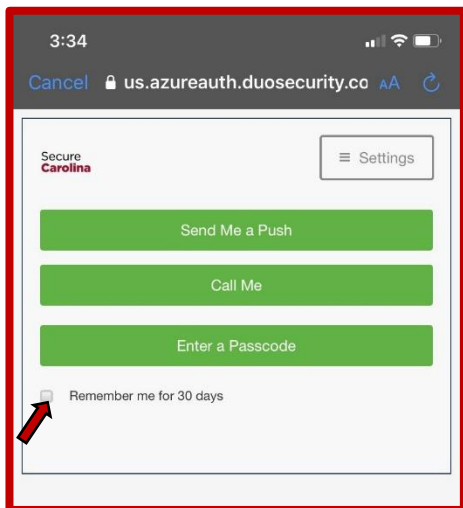




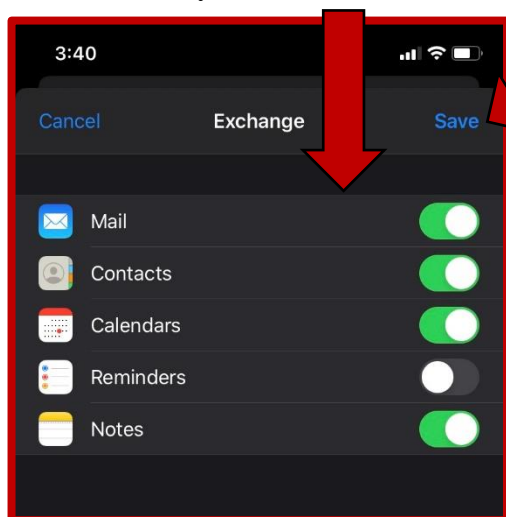
12. Enter the password for your **university email account**:



13. **Authenticate with Duo** - \*You can select for Duo to remember your Outlook sign in for 30 days:



14. Confirm what you would like to **enable** -> Then click **Save**:



**\*Contacts may be missing if you do not enable it here.\***

15. You should now be able to use your Mail app properly.

# Mac Email Rebuild

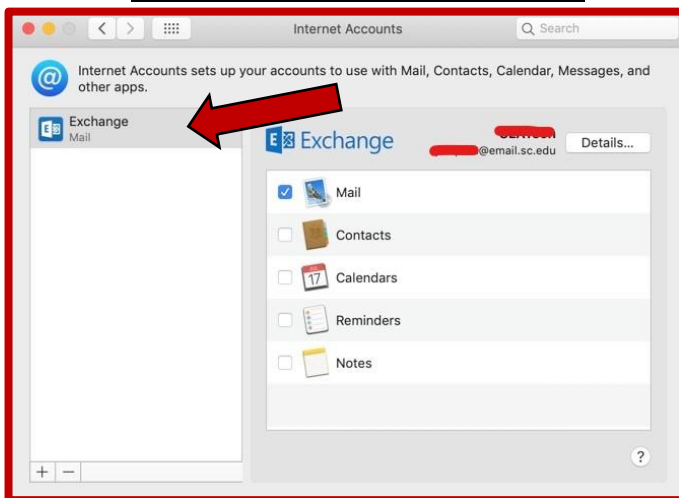
1. Click System Preferences icon in your taskbar:



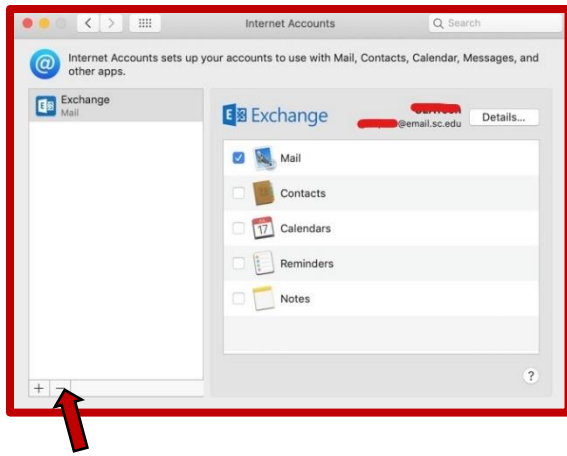
2. Click Internet Accounts:



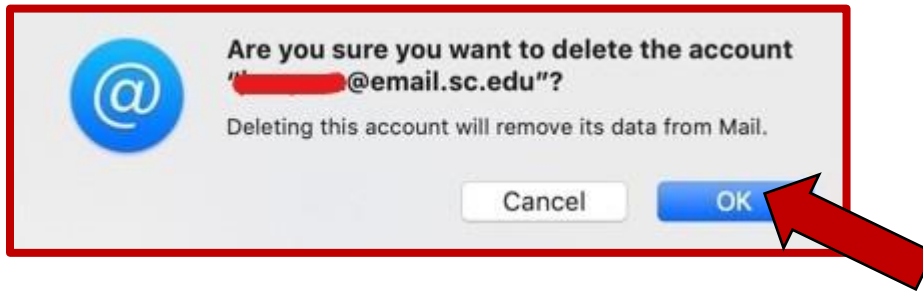
3. Click on Exchange/Your University Email



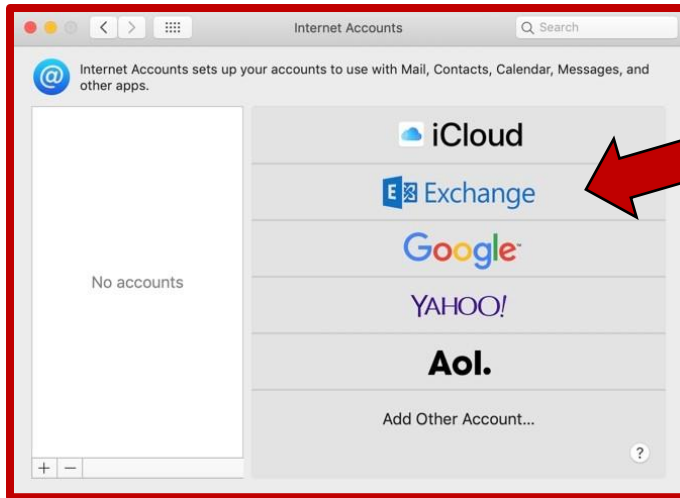
4. Click the minus in the bottom left:



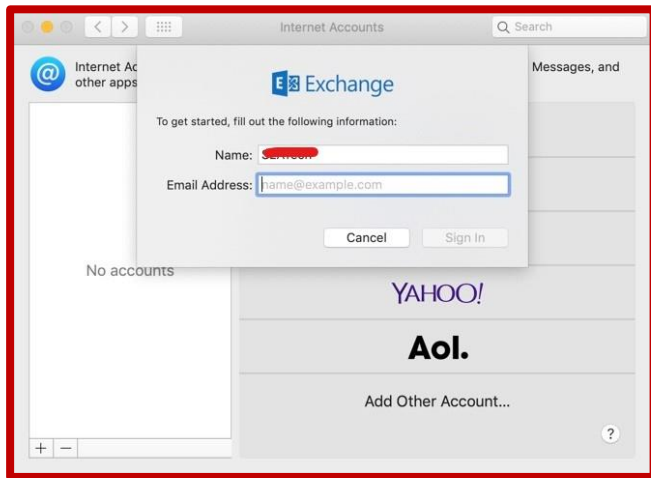
5. Click **OK** when this appears:



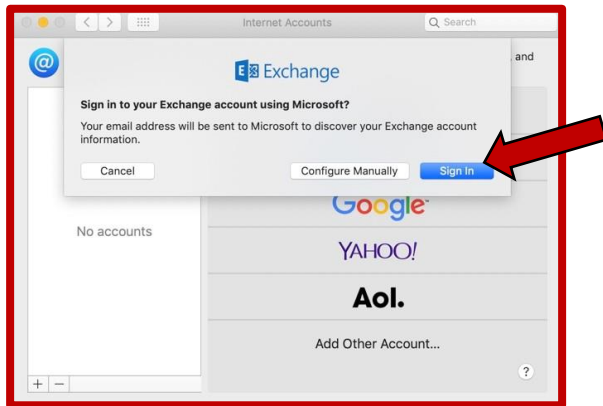
6. Click **Exchange**:



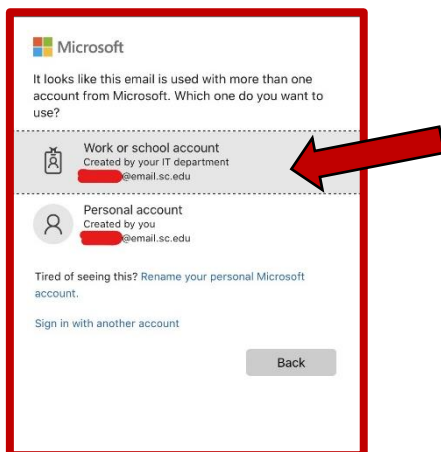
7. Fill in a **name** for your account -> enter in your **university email address** -> Click **Sign in**:



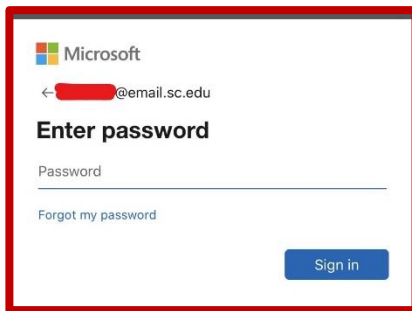
8. Click **Sign In**:



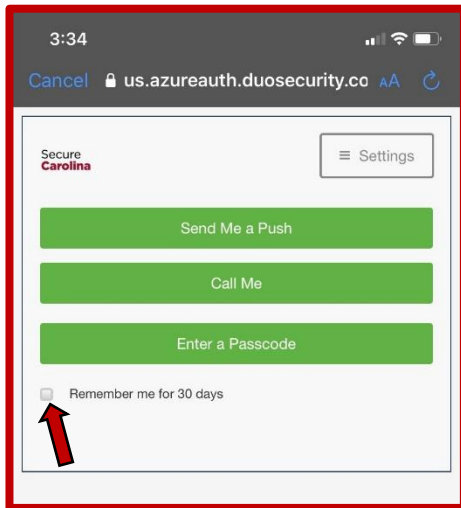
9. If you receive this message below -> Click **Work or school account**:



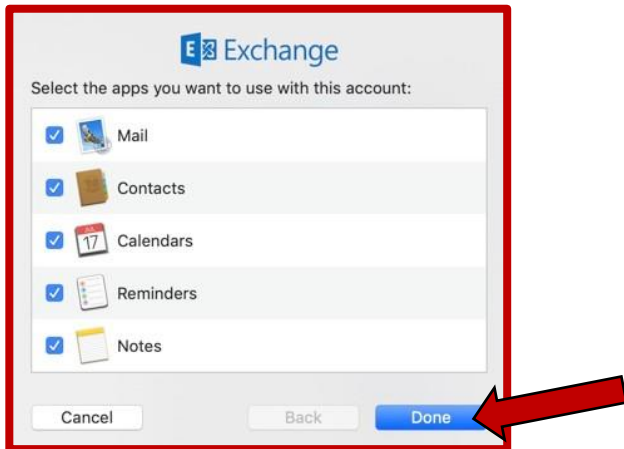
10. Enter the password for your **university email account**:



11. **Authenticate with Duo** - \*You can select for Duo to remember your Outlook sign in for 30 days:



12. Confirm what you would like to enable for this account to **sync** -> Click **Done**:



## **Additional Information:**

**Trouble entering the password**, please verify you are using the one associated with your account at:

[https://sc.edu/about/offices\\_and\\_divisions/division\\_of\\_information\\_technology/end\\_user\\_services/password\\_help/verify\\_username\\_and\\_password/index.php](https://sc.edu/about/offices_and_divisions/division_of_information_technology/end_user_services/password_help/verify_username_and_password/index.php)

Are you a student at UofSC and still experiencing problems with resolving this issue? You can receive in person assistance at the **Carolina Tech Zone**:

[https://sc.edu/about/offices\\_and\\_divisions/division\\_of\\_information\\_technology/end\\_user\\_services/available\\_technology\\_resources/carolina\\_tech\\_zone/index.php](https://sc.edu/about/offices_and_divisions/division_of_information_technology/end_user_services/available_technology_resources/carolina_tech_zone/index.php)

If you need assistance with **DUO/Multifactor Authentication**, please see:

[https://sc.edu/about/offices\\_and\\_divisions/division\\_of\\_information\\_technology/security/sc\\_technologies/mfa.php](https://sc.edu/about/offices_and_divisions/division_of_information_technology/security/sc_technologies/mfa.php)

## **Require further assistance?**

**Contact Service Desk:**

803.777.1800 or [sc.edu/ithelp](https://sc.edu/ithelp)