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

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

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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**: 

![Re-enter Password Screen]

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

![Work or School Account Selection]

*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:

![Password Re-entry](image)

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

![Duo Authentication](image)

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:

![Settings icon]

2. Scroll down and click **Passwords & Accounts**:

![Settings menu]

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

![Password & Accounts settings]
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 your full UofSC **email address** where it says email-> Click **Next**:

![Exchange screen](image)

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

![Sign in screen](image)

11. If you receive this message below -> Click **Work or school account**:
12. Enter the password for your university email account:

![Password Entry Screen](image)

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

![Duo Authentication Screen](image)

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

![Enable Selection Screen](image)

*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:

```
Are you sure you want to delete the account "email.sc.edu"?
Deleting this account will remove its data from Mail.
```

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**:

![Password Enter](image)

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

![Duo Authentication](image)

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

![Exchange Sync Options](image)
**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

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

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

**Require further assistance?**

Contact Service Desk:

803.777.1800 or sc.edu/ithelp