



## Town of Essex - Information Systems

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**Title: Email – No email after password change on iPhone**

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**Scenario:**

Good morning Sara. Just wanted to let you know I'm still not getting email to my phone. I've reset the password and still nothing. I also tried powering down and back on a couple times. If there is something else I'm missing, can you let me know?

**Solution:**

Yes, go to **Settings > Mail > Accounts**

Tap on **Exchange**. In there, it probably says **Re-Enter password**.

Tap on that and follow the prompts.

Once you approve it on duo, **you have to go back to Settings** and tap on "Trust this browser". It will say Success! Logging you in. Your email will start coming in. You may have to go to the Mail app and "pull down" in the Inbox to refresh.