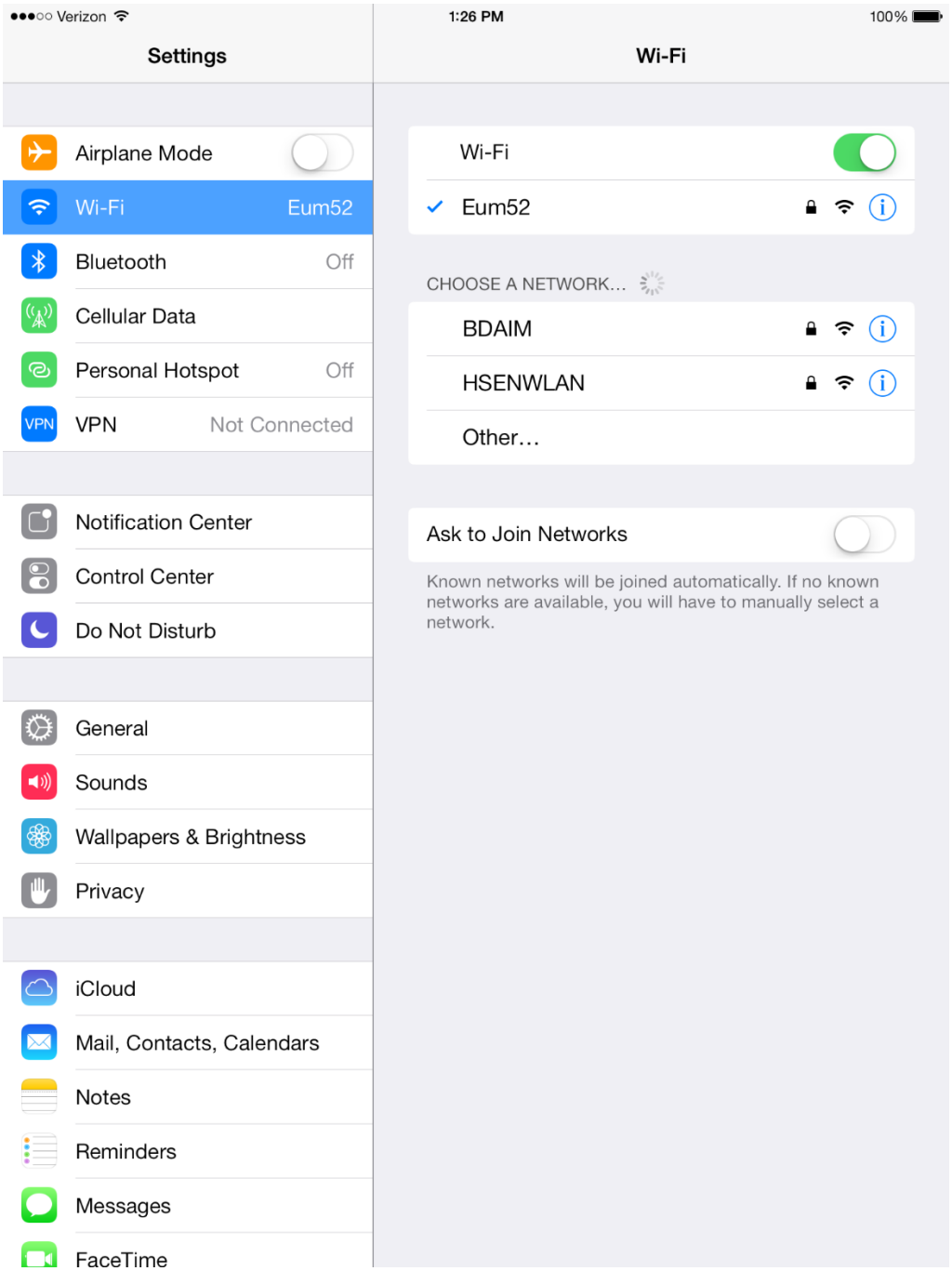
How to Change your HSEN\Exchange Password on your iPad

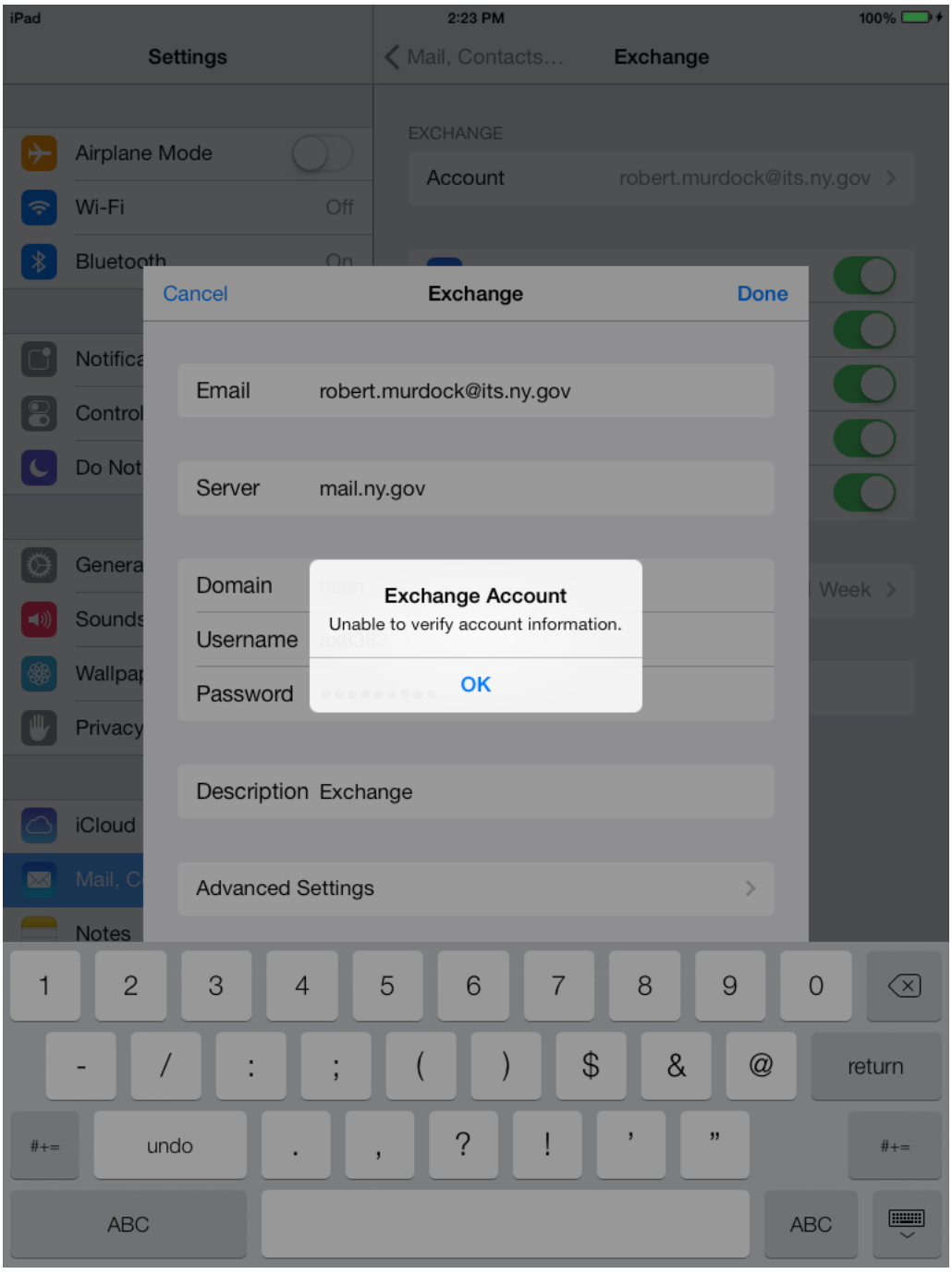
1. Go to Settings on your iPad and select Cellular Data. Slide Cellular Data to OFF.

2. Go to WIFI and slide WIFI OFF.

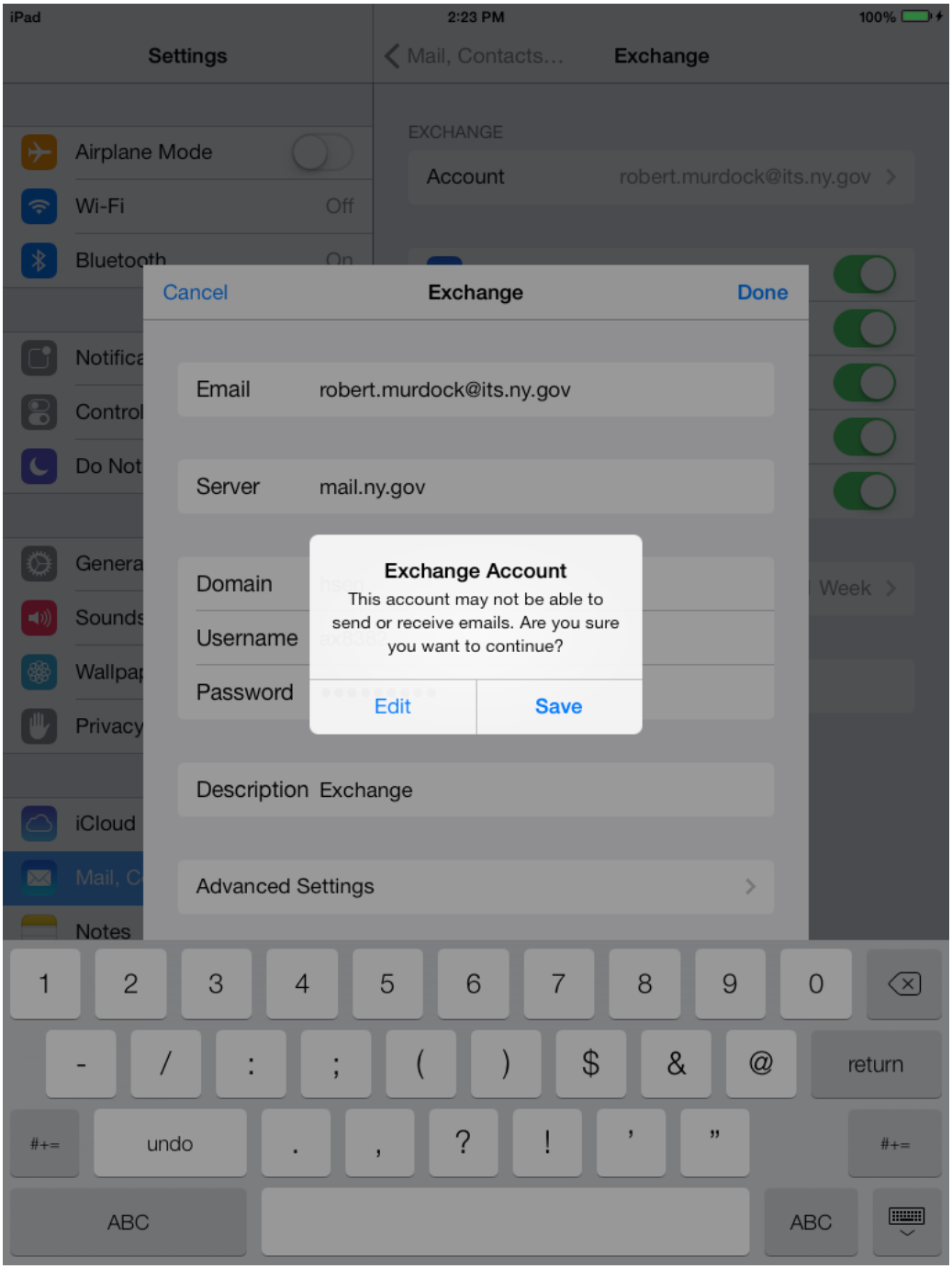


3. On your desktop\laptop go ahead and change your password. (CTRL+ALT+DEL, change password).
4. Once your new password is accepted on your computer, on your iPad, go to Settings and then Mail, Contacts, Calendar.
5. Select your Exchange email account. Select your email address (john.doe@ocfs.state.ny.us)

6. Tap the Password field and delete the old password and enter your new password. Select the Done button. You will get the message " Exchange Account, Unable to verify account information." Say OK.



7. Select Done again. Another message appears " Exchange Account, This account may not be able to send or receive emails. Are you sure you want to continue?" Select Save. Select Done.



8. Turn on Wi-Fi and Cellular Data.
9. You will see a popup asking for your Exchange password one more time.
10. Open you Mail, or Contacts or Calendar. Everything will be working.

If you have questions or concerns contact ocfs.dl.it.eum52