

Updating your County account password on your mobile device

If you've changed the password for Dakota County user account (See [County User Accounts](#)) you must update the Dakota County account settings on your mobile device. Do this as soon as possible to avoid locking out your account.

These instructions are specifically written for Apple iPhones and iPads enrolled in the County's mobile device management (MDM) system. For mobile devices running Android, some of the labels, terms and steps may be slightly different yet should still be similar enough to be useful.

NOTE: If you've changed your password online but haven't changed it on your mobile device, your device may automatically prompt you to enter your new password—especially if you attempt to open the email or calendar apps. However, entering your password into this automatic prompt may not permanently update the password on your device. We recommend that you still follow the instructions below to ensure that your new password is properly updated.

INSTRUCTIONS

1. **Open the SETTINGS app.**
2. **Choose PASSWORDS & ACCOUNTS.**
3. Under the ACCOUNTS section to the right, **choose "Dakota County"**.
4. Under the EXCHANGE section to the right, **choose "Account" (which should also show your County email address listed to the right).**
5. In the ACCOUNT dialog box, **enter your new password in the PASSWORD field and click DONE.**

If your password is ACCEPTED the dialog box and the box will disappear.

If your password is REJECTED an error message will appear. Click OK and reenter your new password. (Hint: Watch for caps lock issues.)

If you encounter any problems or related questions, feel free to contact the I.T. Help Desk via email (helpdesk@co.dakota.mn.us) or by phone at (651) 438-4346.