

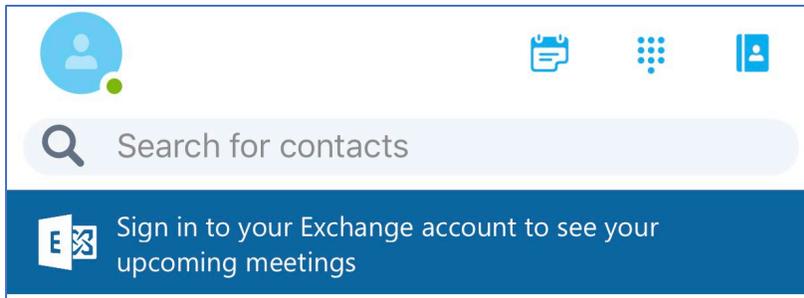
Updating your County account password in Skype on your mobile device

These instructions are for County users with Skype for Business installed on a mobile device, and who have recently changed the password for their Dakota County user account (See [County User Accounts](#)).

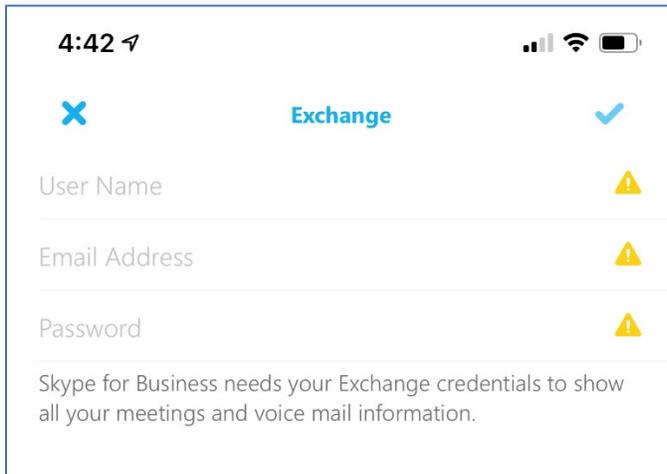
These instructions are specifically written for Apple iPhones and iPads enrolled in the County's mobile device management (MDM) system. For mobile devices running Android, some of the labels, terms and steps may be slightly different yet should still be similar enough to be useful.

INSTRUCTIONS

1. **Open the Skype for Business app on your mobile device.** You should immediately see a banner near the top of the Skype app prompting you to sign in to Exchange, as follows:



2. Select the **Sign in to your Exchange account...** banner. The **Exchange** dialog box should appear as follows:



3. Enter your information in the **Exchange** dialog box:

- In the **User name** field, enter your domain followed by a backslash and your 5-digit Dakota County user ID

EXAMPLES:

User name:

User name:

User name:

- In the **Email Address** field, enter your full Dakota County email address (e.g., john.doe@co.dakota.mn.us)

- In the **Password** field, enter the new password for your Dakota County account
4. Click the **check mark** in upper right corner to apply the change. The box should disappear.

If your password was ACCEPTED, Skype will resume normal functioning.

If your password was REJECTED, the banner prompting for Exchange credentials will reappear in the Skype window. Skype may kick you out altogether. If either event happens go back to Step 2 to try again.

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.