How to: Avoid account lockouts when changing eRaider password and using iOS devices

Notice

No one at Texas Tech University or from anywhere else should ask for your password.

Details

Following the steps below will help prevent a saved password on your iOS device from locking your TTU domain account after changing your eRaider password.

💡 **NOTE:** Microsoft's mobile apps such as Outlook or Word do not save the password on your device but use a token instead, so these apps will not result in a lockout. The Skype for Business app is an exception to this.

1) If you are using Skype for Business, **sign out and then sign in with your new password.**

2) If you use TTUnet VPN, **update the saved password** in Settings.

3) **Update your TechMail password** in Settings.

4) **Update your saved password for TTUnet Wi-Fi.**

5) Clear or update saved passwords under **Settings > Accounts & Passwords.**

6) If you use the Microsoft Remote Desktop app, update the saved eRaider password in that app's settings area.

7) Update your eRaider password in any other apps on the device where it might be stored, such as Mozilla Firefox or Google Chrome.

---

**OUTCOME**

Your TTU domain account will not be locked out, and your eRaider passwords have been updated on your iPhone or iPad.

Solution Properties

<table>
<thead>
<tr>
<th>Solution ID</th>
<th>180614181654368</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Modified Date</td>
<td>10/12/2018 02:10:32 PM</td>
</tr>
<tr>
<td>Author</td>
<td>asprothr</td>
</tr>
</tbody>
</table>