

Solutions

I am getting an error that my username/password is incorrect.

Be sure that your username has the @grinnell.edu included. For example, if your username is smithb then you should be using smithb@grinnell.edu.

Your password will not change when your account is upgraded. Be sure that you are using the same one. If you need to reset your password you can do so at:

<http://passwordreset.grinnell.edu>

I am getting an error that the server not found.

Be sure that the mail server on your device is set to **outlook.office365.com**. If it is not that, then it is best to remove your account from the mobile device and add it again. The server settings should be automatically detected. More information can be found in the [Self Help Guide](#)