# WSU password troubleshooting for iOS devices (iPads or iPhones)

Having trouble using WSU email or Wi-Fi on your WSU-issued iPad or iPhone? Here are some basic troubleshooting steps to help you quickly fix this issue.

**Note:** To check to see if your WSU password is working - prior to attempting these troubleshooting steps, please use a web browser to sign in to your WSU email account via email.winona.edu (employees) or sky.winona.edu (students). If you can log in there then proceed with the instructions below. Otherwise, you may need to reset your WSU network password via https://reset.winona.edu. Employee password reset instructions are here.

If you are just having trouble connecting to Warrior on your iOS device, please follow these instructions. If you live in the dorms, please read this wireless troubleshooting guide.

If your WSU password changed over the summer or if you are experiencing password issues with your iOS device, please try the following steps:

## Updating your iOS device with your new password

1. Tap the **Settings** app
2. Tap **Mail, Contacts, Calendars**
3. Tap the **WSU account** that you need to edit then tap "**Account**"
4. Under "Password," enter your valid WSU password
5. Give it a few minutes to process the changes and sync your email

These instructions can also be found on our WSU Knowledge Base Wiki. Give your device a couple minutes to reestablish a connection with the mail server. It may say unable to connect for the first few minutes, even if the password was entered correctly. Please be patient.

If you're still unable to retrieve WSU email on your iPad, it may be necessary to contact the Technical Support Center for assistance.


**Technical Support Center** | (507) 457-5240 | TechSupport@winona.edu
**Winona State University** | Somsen 207 | Winona, MN 55987 | http://www.winona.edu/it