

To: [REDACTED]
From: james ce | personal genius
Sent: Wed 12/16/2015 3:15:57 PM
Subject: Re: Password question on Iphone

Outlook.com I believe



James Ce
your Personal Genius
 Certified Support Professional 10.6
<http://personalgenius.us>

On Dec 16, 2015, at 10:14 AM, [REDACTED] > wrote:

To add back my hotmail account...is that outlook? or do I add to icloud the hotmail address?

On Dec 16, 2015, at 10:04 AM, james ce | personal genius [REDACTED] wrote:

The outgoing email password is in a different place than the incoming.
Try Settings > Mail, Contacts, Calendars > Your Hotmail Account > Your Hotmail Email Address > SMTP > Primary Server > Password

If you can't find this setting, it will probably be easiest to delete the hotmail account and readd it.



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On Dec 16, 2015, at 10:00 AM, [REDACTED] > wrote:

Hi James.....yesterday I was forced to change my password for my hotmail because Hotmail thought something looked suspicious...so I changed my user name on my computer...when I went to email from my phone this morning my phone won't let me send emails from

Hotmail...I went to Settings and changed my password to the new one but it is still telling me my user name or password is incorrect. Do you know why this would be?