

To: [REDACTED]
From: [REDACTED]
Sent: Wed 12/16/2015 3:30:37 PM
Subject: Re: Password question on Iphone

ok...I am staying calm...Ok...thank you!

On Dec 16, 2015, at 10:27 AM, james | personal genius <[REDACTED]> wrote:

Add it as an outlook.com (not an exchange account) address and give it some time -- it will have to redownload your past messages.



James Ce
your Personal Genius

Certified Support Professional 10.6



On Dec 16, 2015, at 10:18 AM, [REDACTED] wrote:

that's what I thought too and I added my hotmail email address and it said I had no emails ...so I deleted it again...now I'm scared...things look different!...should I try to add it again?

On Dec 16, 2015, at 10:15 AM, james ce | personal genius

[REDACTED] wrote:

[Outlook.com](http://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]

[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.



James Ce
your Personal Genius

Certified Support Professional 10.6
<http://personalgenius.us>

On Dec 16, 2015,
at 10:00 AM,



om> 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?