

Google Apps Password

CWRU users have a Google Apps password in addition to their CWRU Network ID password. The Google Apps password is required for using client applications such as Outlook, Mail, etc. Google Apps passwords can be synced to change whenever the CWRU Network ID password is changed.

Issue: Email Client Won't Accept Password

When setting up or opening a desktop email client (e.g., Outlook, Thunderbird, Mail) or mobile device client, the mail application will not accept the user's CWRU Network ID and password. After entering the credentials the ID and password box pops up again.

This may happen after a user changes his/her CWRU Network ID password if the Google Apps password wasn't synced during the process.

Solution: Reset/Sync your Google apps password

- 1) Go to <https://its-services.case.edu/my-case-identity/google-apps/pwdReset/>
- 2) Enter your password into both boxes
- 3) Click the **Reset my password** button.

Unlock the Captcha:

- 1) Go to <https://www.google.com/accounts/DisplayUnlockCaptcha>
- 2) Enter your Case Email address (abc123@case.edu) and Google Apps Password.
- 3) Enter the Captcha letters and click the Unlock button. (Be sure to click the button because this tool will not accept the request if you press the Enter button.)

Note:

The Password Reset process at <https://its-services.case.edu/my-case-identity/password/reset/> and the Password Change Page at <https://its-services.case.edu/my-case-identity/password/change/> allow users to change their CWRU Network ID password and sync their Active Directory password and Google Apps password at the same time.