

Create an app password for Office 365

Applies To: Office for business, Office 365 Admin

Last updated 26 March, 2018

An app password is a code that gives an app or device permission to access your Office 365 account.

If your admin has turned on multi-factor authentication for your organization, and you're using apps that connect to your Office 365 account, you'll need to generate an app password so the app can connect to Office 365. For example, if you're using Outlook 2016 or earlier with Office 365, you'll need to create an app password.

1. Check whether your Office 365 admin has turned on multi-factor authentication for your account. If they haven't, when you try to do these steps you won't see the options in Office 365.
2. Sign in to Office 365 with your work or school account with your password like you normally do. After you choose **Sign in**, you'll see this page:



3. Choose **Set it up now**.
4. Select your authentication method and then follow the prompts on the page. Or, watch the video to learn more.

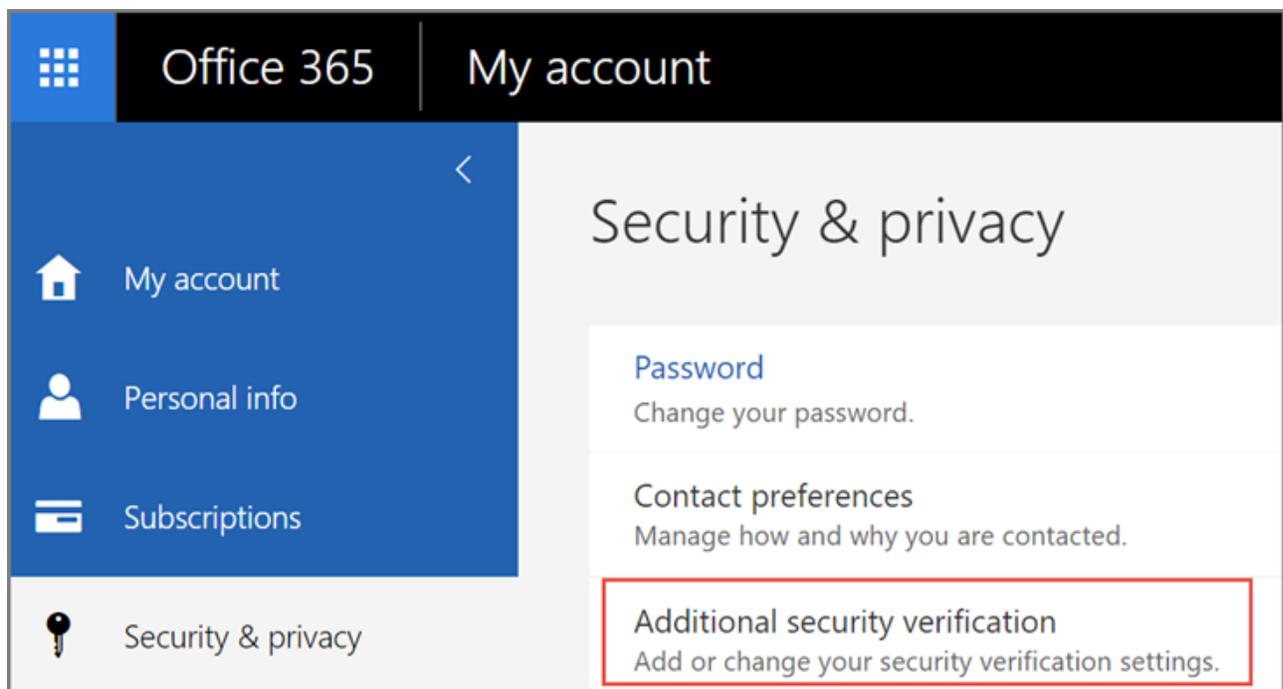
The screenshot shows the Microsoft 'Additional security verification' page. The title is 'Additional security verification'. Below the title, it says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 1: How should we contact you?'. There are two input fields: 'Authentication phone' and 'United States (+1)'. The phone number '2063219483' is entered in the second field. Under the 'Method' section, there are two radio buttons: 'Send me a code by text message' (which is selected) and 'Call me'. A blue 'Next' button is located at the bottom right. A small disclaimer at the bottom left states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

5. After you verify your alternate contact method, choose **Next**.
6. You'll get an app password that you can use with Outlook, Apple Mail, etc. Choose the copy icon to copy the password to your clipboard. You won't need to memorize this password.

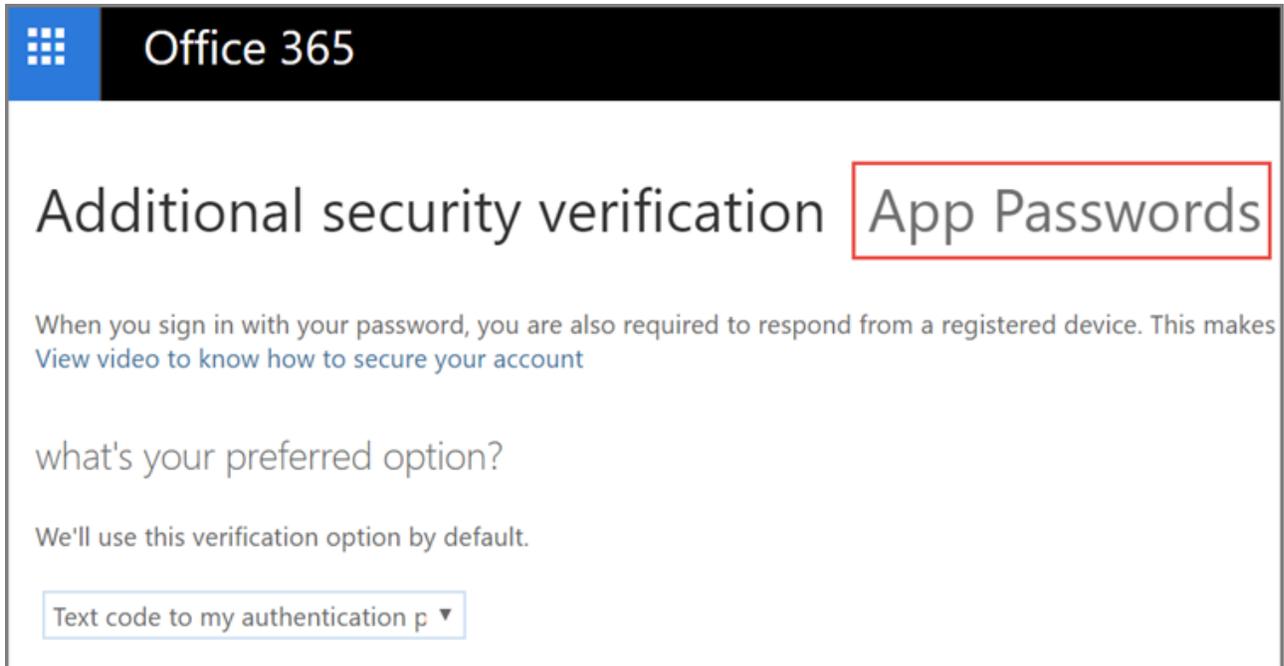
The screenshot shows the Microsoft 'Additional security verification' page, Step 3: Keep using your existing applications. The title is 'Additional security verification'. Below the title, it says 'Secure your account by adding phone verification to your password. View video to'. The main heading is 'Step 3: Keep using your existing applications'. Below the heading, it says 'In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone password™ to use in place of your work or school account password. Learn more'. Under the heading 'Get started with this app password:', there is a text box containing the app password 'yqkmkmpvmtmsfqyb'. To the right of the text box is a copy icon (two overlapping sheets of paper) with a red arrow pointing to it.

To create another app password

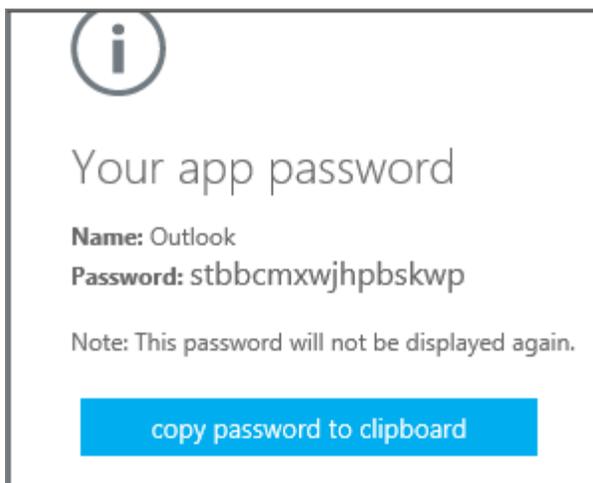
1. Sign in to Office 365.
2. Choose **Settings**  > **Office 365**.
3. Choose **Security & Privacy** > **Additional security verification**. You'll only see this option if your admin has set up multi-factor authentication for your organization.. If you don't see this option, contact your Office 365 admin and tell them to turn on multi-factor authentication.



4. Choose **Update my phone numbers used for account security**. This will display the following page:



5. At the top of the page, choose **App Passwords**.
6. Choose **create** to get an app password.
7. If prompted, type a name for your app password, and click **Next**.
8. Choose **copy password to clipboard**. You won't need to memorize this password.



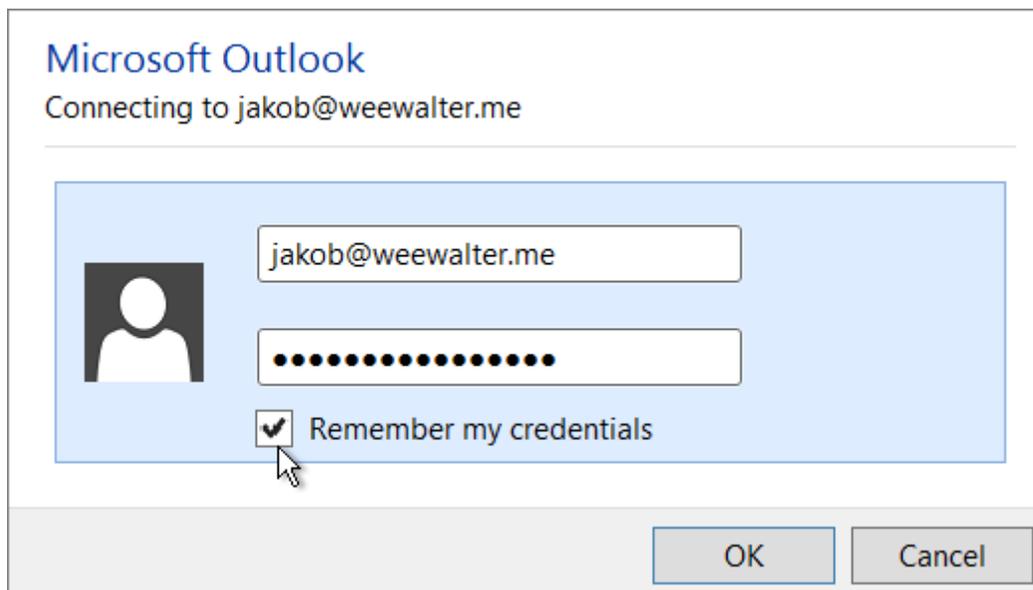
Tip: If you create another app password, you'll be prompted to name it. For example, you might name it "Outlook."

9. Go to the app that you want to connect to your Office 365 account. When prompted to enter a password, paste the app password in the box.

To use the app password in Outlook

You'll need to do these steps once.

1. Open Outlook, such as Outlook 2010, 2013, or 2016.
2. Wherever you're prompted for your password, paste the app password in the box. For example, if you've already added your account to Outlook, when prompted paste the app password here:



3. Or, if you're adding your Office 365 account to Outlook, enter your app password here:

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:

Retype Password:

Type the password your Internet service provider has given you.

4. Restart Outlook.

To delete app passwords for one or more users

1. Sign in to Office 365 admin center.
2. Go to **Users > Active users**.
3. Select a user(s) and choose **Manage multi-factor authentication**. Or, click [here](#).

Username	hhall@chbobb.com
Email address	hhall@chbobb.com
Aliases	hhall@chbobb.mail.onmicrosoft.com hhall@chbobb.onmicrosoft.com
Product licenses	Office 365 Enterprise E5 Azure Active Directory Premium P2
Group memberships (0)	No groups for the user. Click edit to change group membership.
Sign-in status	Sign-in allowed
Office installs	View and manage which devices this person has Office apps installed on.
Roles	User (no admin access)
Contact information	Hermione HH. Hall
✕  Mail Settings	
✕  OneDrive Settings	
More settings	Edit Skype for Business properties Manage multi-factor authentication 

4. Select the users you want to change (multiple selections are supported).
5. Choose **Manage user settings**.

multi-factor authentication

users service settings

Before you begin, take a look at the multi-factor auth deployment guide.

bulk update

View: Sign-in allowed users



Multi-Factor Auth status: Any

<input type="checkbox"/>	DISPLAY NAME ^	USER NAME	MULTI-FACTOR AUTH STATUS
<input checked="" type="checkbox"/>	Ada Arz	aarz@chbobb.com	Disabled
<input type="checkbox"/>	Alfonze Arbuckle	alfa@chbobb.onmicrosoft.com	Disabled
<input checked="" type="checkbox"/>	Beatrice Bonn	beab@chbobb.com	Disabled
<input type="checkbox"/>	Chris Bobbitt	v-chbobb@microsoft.com	Disabled
<input checked="" type="checkbox"/>	Cora Cain	ccain@chbobb.com	Disabled

3 selected

quick steps

Enable

Manage user settings

6. Select **Delete all existing app passwords generated by selected users.**

Manage user settings

- Require selected users to provide contact methods again
- Delete all existing app passwords generated by the selected users
- Restore multi-factor authentication on all remembered devices

save cancel

7. Choose **Save.**