Turning off wireless access on mobile devices before resetting passwords

When you are prompted to change your password when logging on to your computer or from within the GoPortal or Stockton email systems please follow these directions. These steps are necessary in order to avoid locking out your account by using your previous credentials on your mobile device.

1. Before Changing Your Password
   a. Turn your mobile device into “Airplane” mode
      i. For iOS
         1. Click on “Settings”
         2. Click on “Airplane Mode”
      ii. For Android:
         1. Hold down the power button
         2. Click “Airplane mode”

2. Now change Your Password where prompted

3. Log off your computer

4. Log back in to your computer with new password

5. Before taking your device out of airplane mode
   a. On your iOS device
      i. Click on “Settings”
      ii. Click on “Wi-Fi”
      iii. Click on blue arrow next to “RSC-Secure-Wireless”
      iv. Click “Forget this Network”
      v. Turn off “Airplane” mode
      vi. Click on “RSC-Secure-Wireless”
      vii. Enter username
      viii. Enter new password
      ix. Click on “Join”
      x. If you check email on the device, Click on “Settings” again
      xi. Click on “Mail, Contacts, Calendars”
      xii. Click on “Stockton”
      xiii. Click on “Account”
      xiv. In password field enter new password
      xv. Make sure you are getting new mail
   b. On your Android device
      i. Turn “Airplane mode” off
      ii. Go into settings, Wireless, Wi-Fi Settings
      iii. Update your password for RSC-Secure-Wireless
      iv. If you check email on the device, Click on “Settings” again
      v. Click on “Accounts”
      vi. Click on “Corporate Sync”
      vii. Click on “Account settings”
      viii. In password field, enter new password
      ix. Save changes (hit the return key and click on “OK”) 
      x. Make sure your mail is updating

*Each device may have slightly different menus and settings but these instructions will generally point you in the correct direction for all mobile devices