Creating an App Password

1. Open your browser and go to https://portal.office.com or https://office365.com and login to your Microsoft account.
2. Click on your profile in the upper right corner and select **View account**
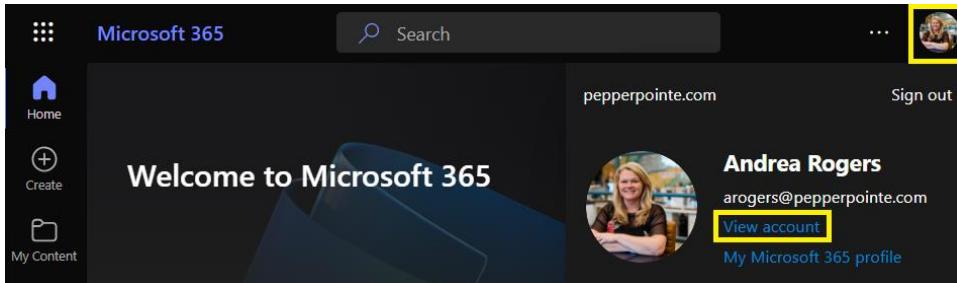
3. Click **UPDATE INFO** under Security info
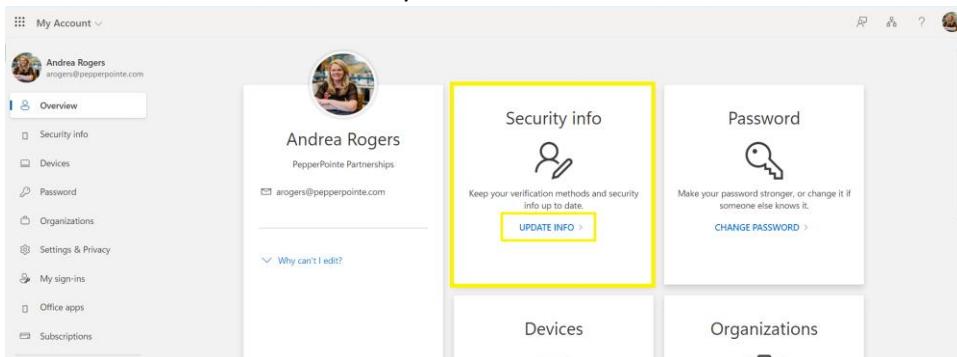
4. Click **+ Add sign-in method**

5. Choose **App Password** from the options in the drop down and click **Add**
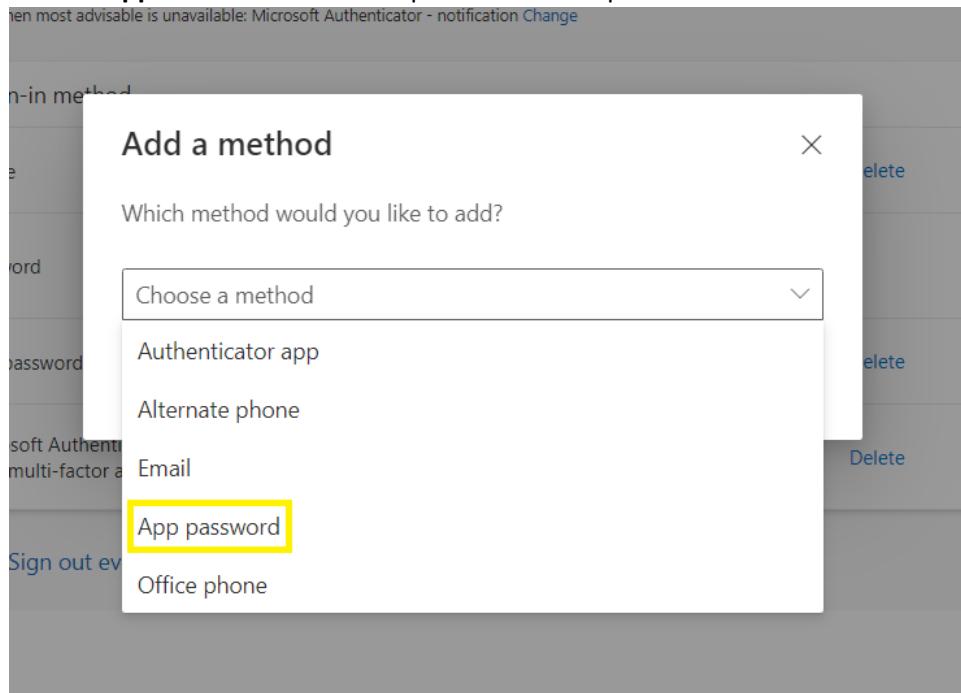
6. Name your app password and click **Next**. (Cloud 9 requires an app password for accounts that are used to send emails from Cloud 9. In this example, an appropriate name would be Cloud9Ortho)
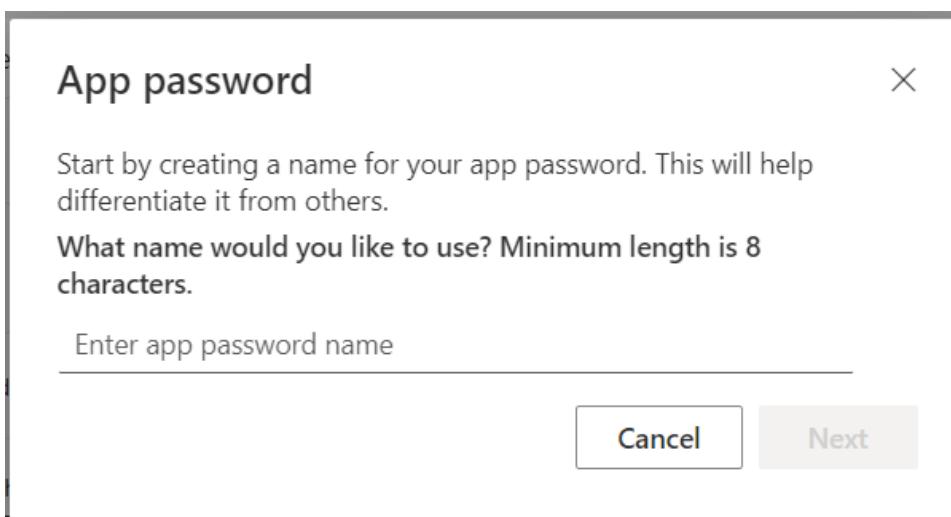
7. The app password will automatically generate. <mark>WHEN THE APP PASSWORD DISPAYS, MAKE SURE YOU CLICK THE PAPER ICON TO COPY THE PASSWORD.</mark> This is the one and only time the

password will be displayed. Click **Done**.
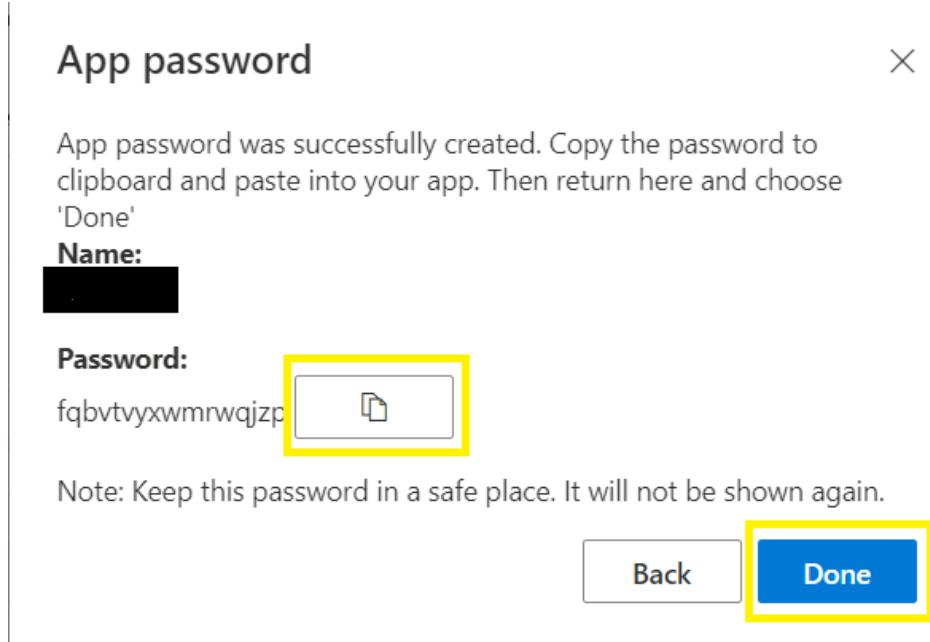
8. You will see your app password listed as a sign-in method on your security info. You will only be able to delete the app password. A new app password must be created if you lose the password generated in Step 7.

9. Enter the app password into the appropriate browser app. If you are creating an app password for sending emails from your practice management software, please email the app password to help@pepperpointe.com or call (859) 810-8050 for assistance.