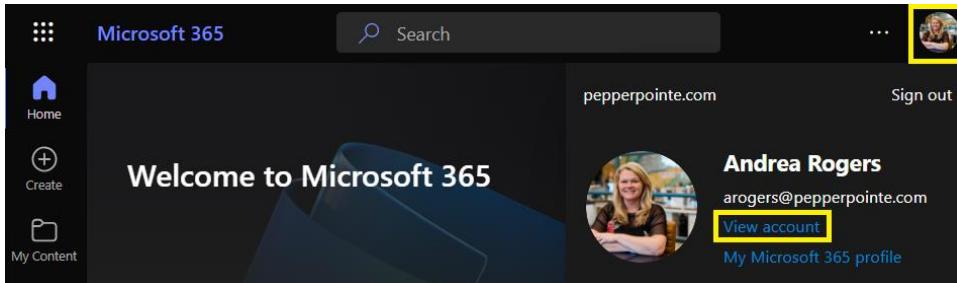
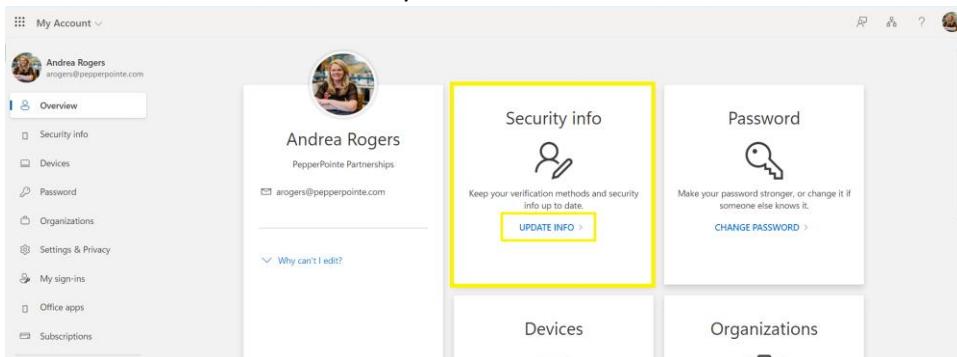


Creating an App Password

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**



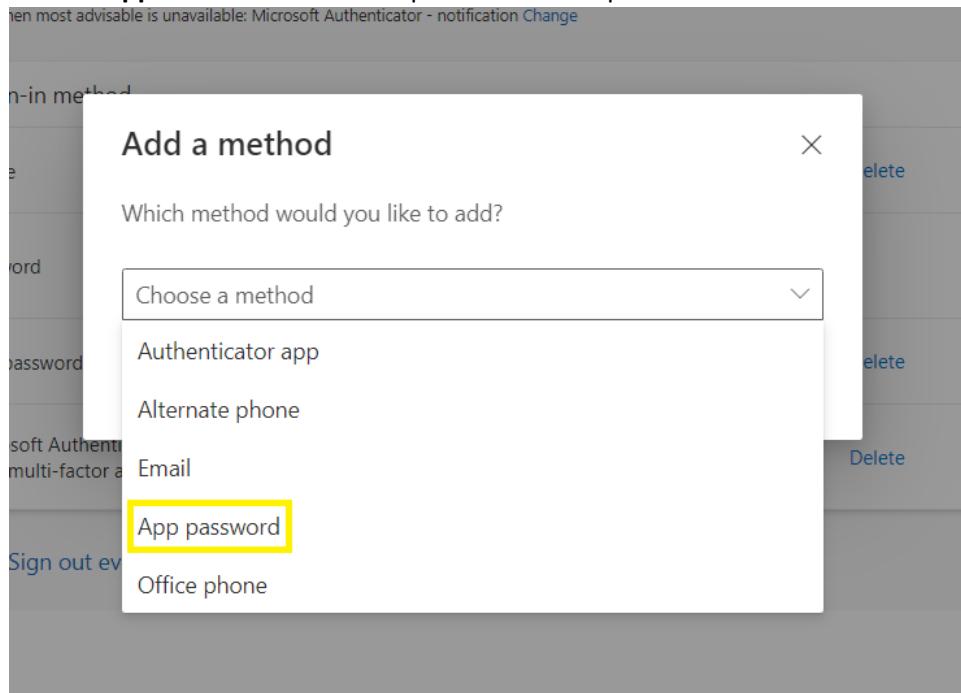
3. Click **UPDATE INFO** under Security info



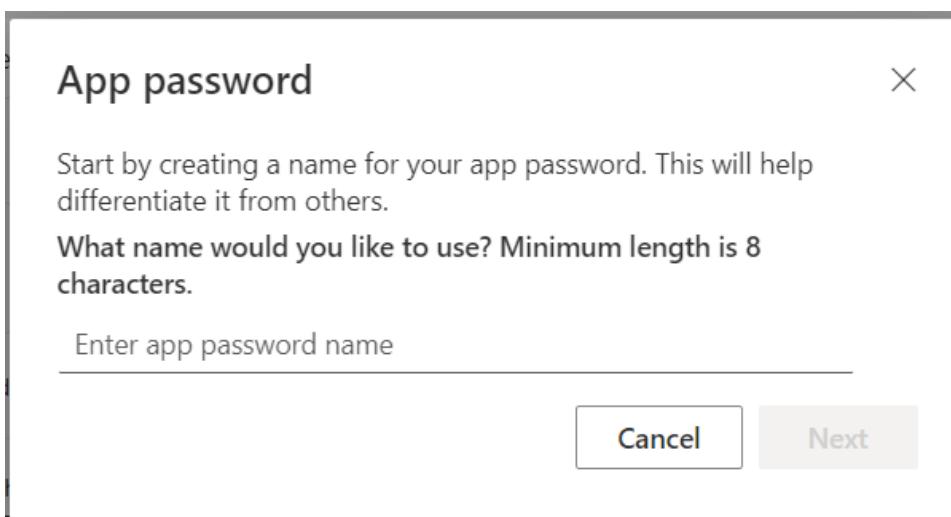
4. Click **+ Add sign-in method**

A screenshot of the Microsoft 365 'Security info' page. At the top, it says 'These are the methods you use to sign into your account or reset your password.' Below this, it says 'You're using the most advisable sign-in method where it applies.' and 'Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification Change'. A yellow box highlights the '+ Add sign-in method' button, which is located at the top left of the list of methods. The list includes: 'Phone' (represented by a phone icon), 'Password' (represented by a three-dot icon), 'App password' (represented by a three-dot icon), and 'Microsoft Authenticator' (represented by a circular icon). Each method has a 'Last updated' timestamp, a 'Change' button, and a 'Delete' button.

5. Choose **App Password** from the options in the drop down and click **Add**
then most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

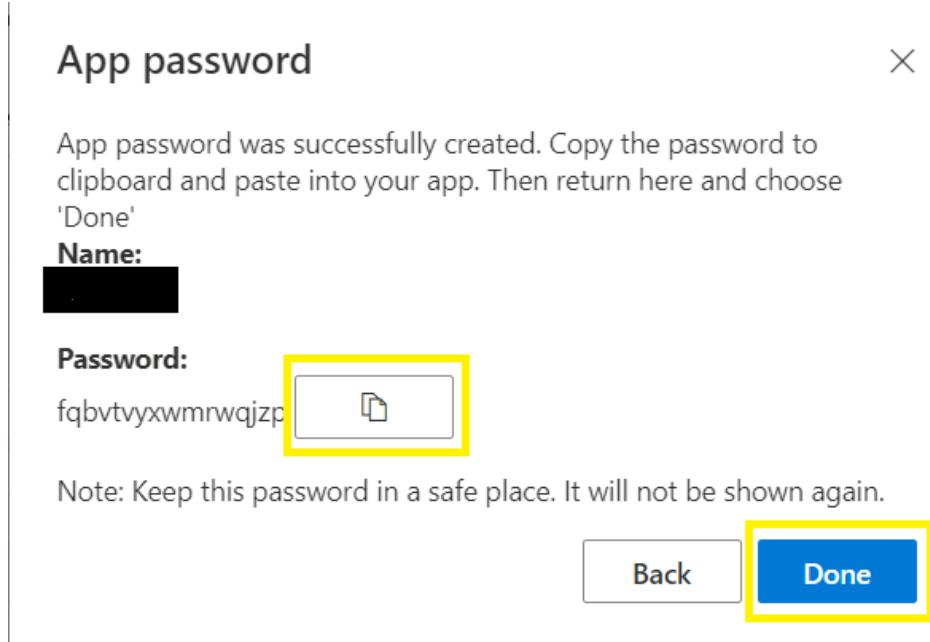


6. Name your app password and click **Next**. (Cloud 9 requires an app password for accounts that are used to send emails from Cloud 9. In this example, an appropriate name would be Cloud9Ortho)



7. The app password will automatically generate. **WHEN THE APP PASSWORD DISPLAYS, MAKE SURE YOU CLICK THE PAPER ICON TO COPY THE PASSWORD.** 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.

Add sign-in method			
 Phone	[REDACTED]	Change	Delete
 Password	Last updated: a month ago	Change	
 App password	Cloud9Ortho	Delete	
 Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 13	Delete	

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.