# District Email Settings for iOS/Apple

In this guide we'll be going over moving your work email from the default iOS/iPhone mail app to the Microsoft Outlook mail app now that we have transitioned to Office 365.We will be leaving your iOS calendar and contacts as they are.

● Please double check the icon and name of the Outlook app before downloading.
● During this process you may see multiple pop ups, it is advised to respond in the affirmative each time.
● If you need assistance please submit a work order by visiting https://eh.incidentiq.com

1) Open "**Settings**" on your phone and scroll down to "**Mail**"
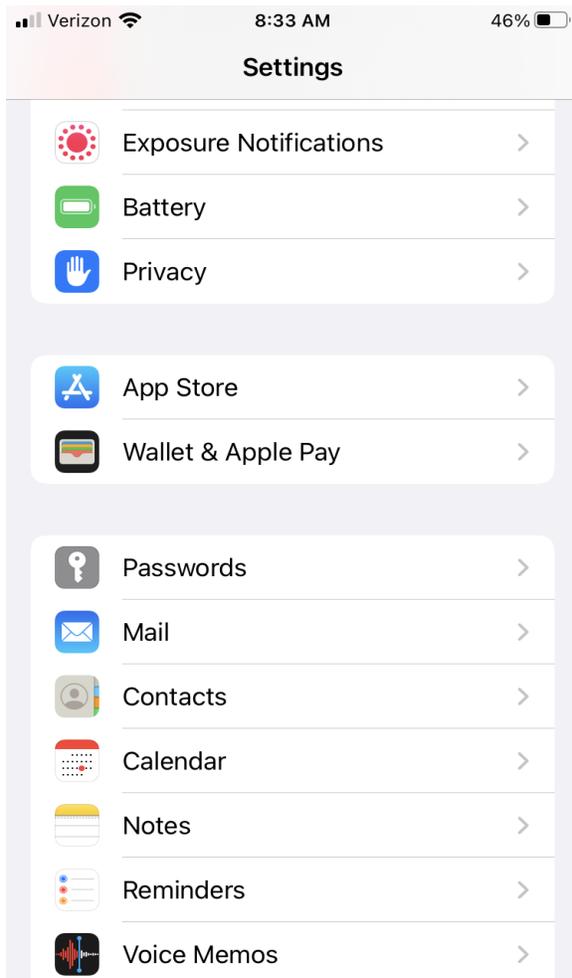
2) Select "**Accounts**"

District Email Settings for iOS/Apple

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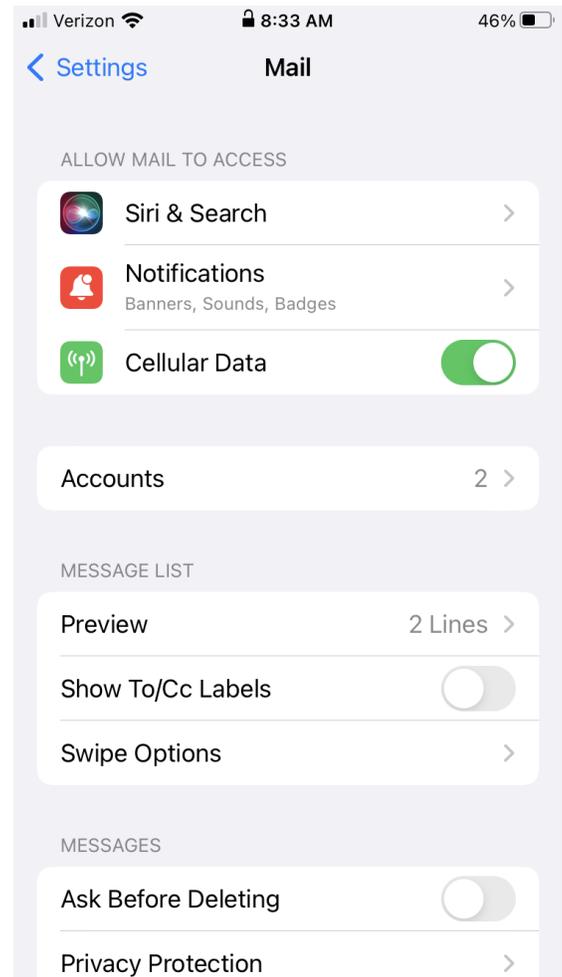
3) Select your work email account, the default name is "**Exchange**"
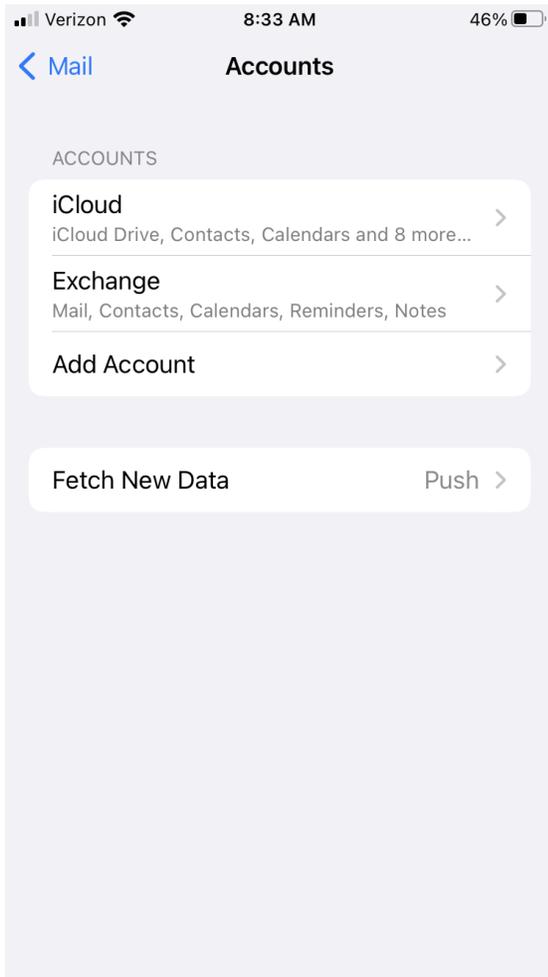
4) Unselect the "**Mail**" option then click on "**Account**" and **update your password** on the next screen

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❮ Mail	**Accounts**	

ACCOUNTS

iCloud	❯
iCloud Drive, Contacts, Calendars and 8 more...	
Exchange	❯
Mail, Contacts, Calendars, Reminders, Notes	
Add Account	❯

Fetch New Data	Push ❯

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❮ Accounts	**Exchange**	

EXCHANGE

Account	vandeberg.es@easthartfor... ❯

✉️	Mail	⚪
👤	Contacts	🟢
📅	Calendars	🟢
📋	Reminders	🟢
📒	Notes	🟢

Mail Days to Sync	1 Month ❯

Automatic Reply	Off ❯

Delete Account

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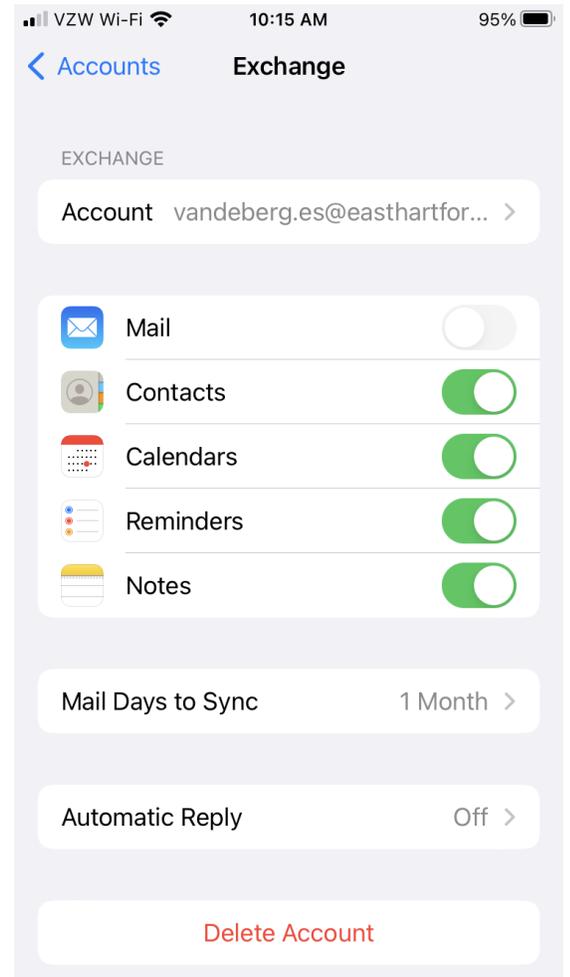
5) From the app store, download "**Microsoft Outlook**"
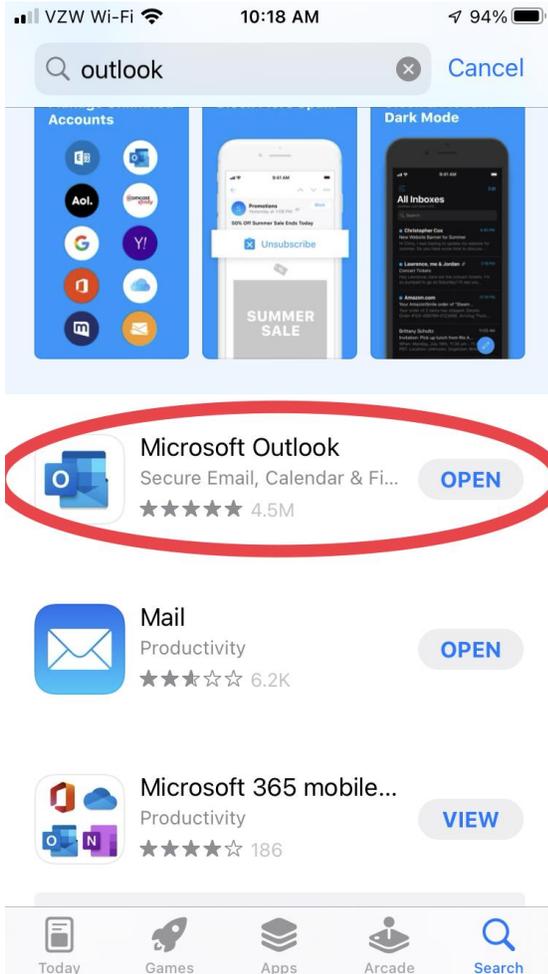

6) If you already have Microsoft Authenticator on your phone, it will automatically fill in your email address, and you can hit "Add Account" when prompted. **Otherwise** enter your work email address and press "**Add Account**"

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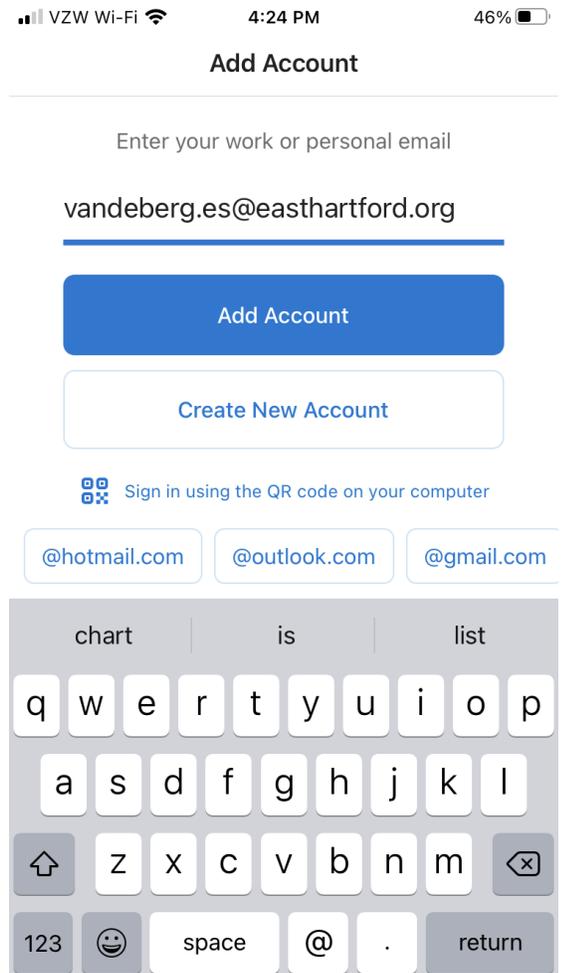
7) If prompted, select "Office 365" from the account type option.

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‹   **Add Mail Account**

Select your email provider:

MICROSOFT

Office 365   utlook.com   Exchange

OTHER

Yahoo! Mail   iCloud   Google

ADVANCED

✉

IMAP

Need help? Contact support
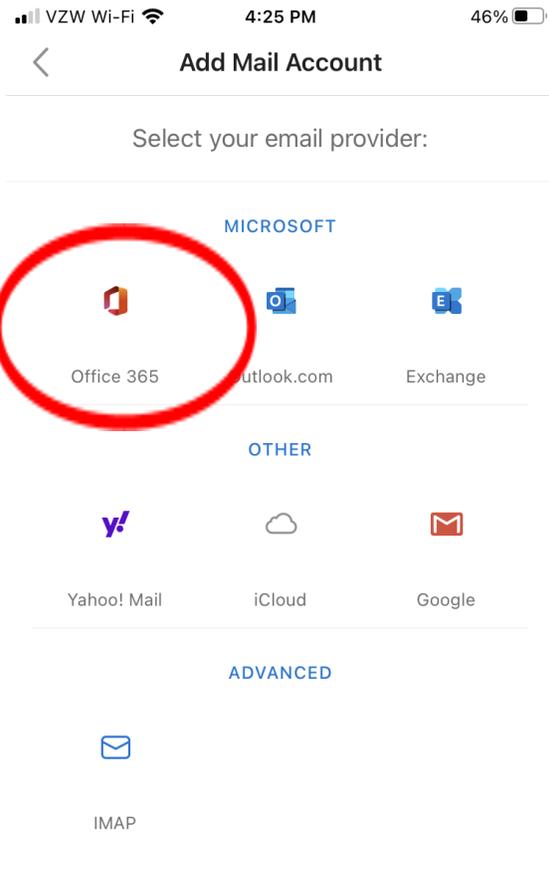
8) Now you may get a pop up requesting you sign into your Microsoft account. The username is your full email address and the password is the complex one that you use to log into your computer. Depending on your location you may get a pop up or text message when signing into your account account. That is normal.

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Troubleshooting steps:

If you already have the Outlook app installed on your phone, but still can't get your email to load, you can remove the email account from Outlook. It's quick and can resolve multiple issues.

Open the Outlook app on your phone, click on "Inbox", then the gear icon towards the bottom left. Tap your email address under "Mail Accounts", scroll down to "Delete Account".

Now you should see a screen that says "Add Account" at the top, enter your email address and follow the prompts to finish adding your account.