

University email – Connecting on iOS Mail app

We recommend using the official [Microsoft Outlook app on Apple App Store](#) to connect to your University email and calendar on your iOS device. See our user guide **Outlook app for iOS devices** in the Toolkit Email resource.

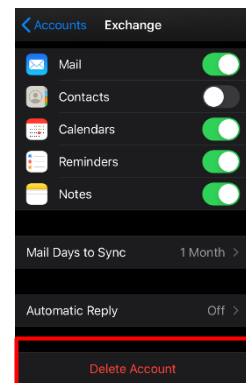
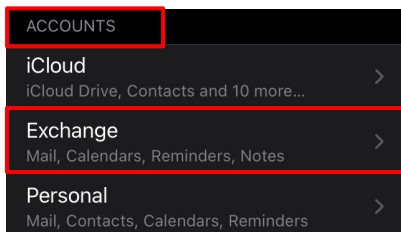
However, if you want to add your University email account to the built-in iOS Mail app¹ you can follow this guide. The basic procedure for removing and adding an email account is the same but the method of finding your list of accounts and some screenshots will depend on the iOS of your device.

Note: You **must** have an unlock passcode set up on your iOS device to access your University email and the iOS on your device must support modern authentication (iOS11 and above). This guide is based on iOS14.4.

Remove old Account Settings

If you have *not* previously connected your iOS device to University email, you can skip this step and go straight to [Set up a new account](#).

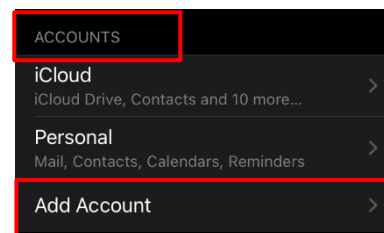
1. **Navigate** to your list of Accounts. Depending on your version of iOS this might be by going to:
 - **Settings > Mail > Accounts** or
 - **Settings > Passwords & Accounts** or
 - **Settings > Accounts & Passwords**



2. **Select** your University email Exchange account.
3. Tap **Delete Account** and **confirm** deletion when prompted.

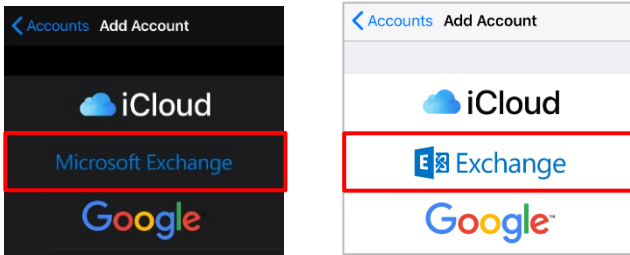
Set up a new account

1. **Navigate** to your list of Accounts. Depending on your version of iOS this might be by going to:
 - **Settings > Mail > Accounts** or
 - **Settings > Passwords & Accounts** or
 - **Settings > Accounts & Passwords**
2. Tap **Add Account**.

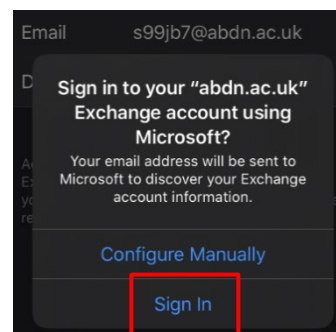
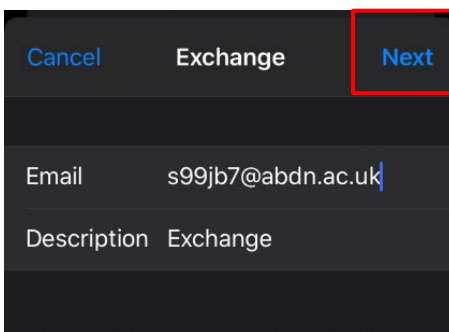


¹ Please be aware that Events you add to your iOS calendar do not always sync with Outlook on your PC (although calendar events added to your Outlook calendar on your PC will appear in your iOS calendar).

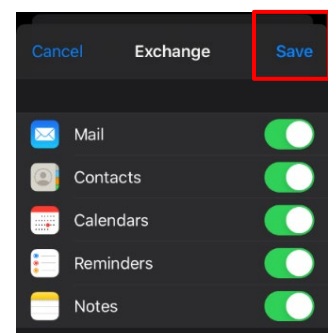
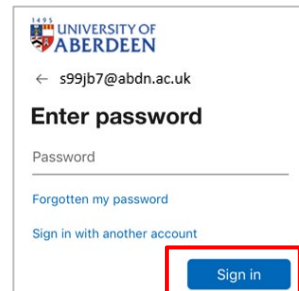
3. Tap **Microsoft Exchange** or **Exchange** (depending on version of iOS).



4. In the **Email** field, type **username@abdn.ac.uk**, e.g. **s99jb7@abdn.ac.uk**
5. If you wish, type in a **Description** for your account e.g. University Email - the default is Exchange.



6. Tap **Next** in the top right-hand corner.
7. In the pop-up screen choose **Sign In**.
8. Type in your University **password** when prompted
9. Tap **Sign In**.
10. If your account has been set up for MFA, you will be prompted for your second factor of authentication. If not click Next and follow prompts to complete the process.
11. In **Accounts** you will see confirmation that your account has been recognised.
12. **Choose** whether you want to synchronise all items including Contacts.
13. Tap **Save**.
14. Tap the **Mail** app on your device to view your University email account.



In some iterations of iOS, an additional screen may be presented requiring an entry for the server. If this happens, fill in the details of the server as: **outlook.office365.com**.

Further information and help

See information on University email and on IT account security

Use MyIT to report an issue with the IT Service Desk: <https://myit.abdn.ac.uk>