

University email – Outlook app for iOS devices



The University uses Microsoft Outlook for staff and student email. This guide shows you how to set up the **Outlook app** on your iOS device¹.

Note: You **must** have a passcode enabled on your iOS device to access your University email.

Download Outlook for iOS

1. Download the official [Microsoft Outlook app](#) from the Apple App store
2. Open the Outlook app



If you have never used this app before, tap **Get Started** and follow instructions below.

If you *have* used this app before, and have another (non-UoA) email account associated with it:

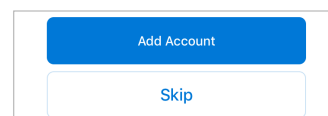
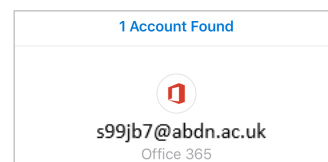
- Click on the Outlook's Settings (the cog icon), tap **Add Email Account** and again choose **Add Email Account**, and follow instructions below.



Already configured your device's 'Mail' app to see your University email account?

If you have already configured your device's **Mail** app to see Exchange and your University Office 365 account, Outlook will locate your University account as soon as you open the app.

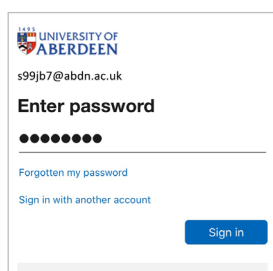
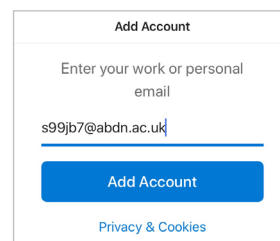
1. Tap **Add Account**
2. Tap **Maybe Later** if you do not intend to add another account
3. Swipe to read through any intro screens, or **Skip**
4. Choose to **Enable Notifications if you wish**
5. You'll see your **Inbox**



Never configured your device's 'Mail' app to see your University email account?

If you have *never* configured your device's **Mail** app to see Exchange and your University Office 365 account before:

1. Enter your University userid followed by @abdn.ac.uk – e.g. **s99jb7@abdn.ac.uk** – where s99jb7 is *your* userid
2. Tap **Add Account**
3. When prompted, type in your University **password** and then tap **Sign in**

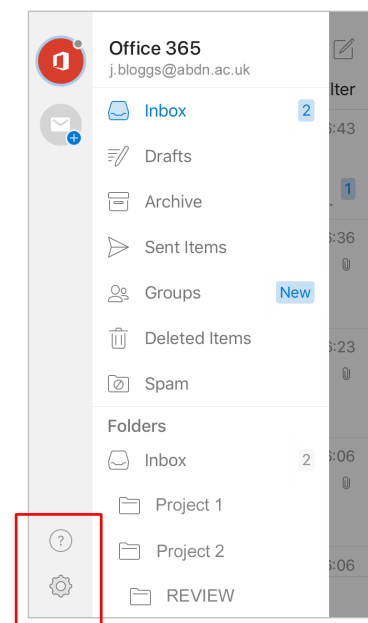


¹ Screenshots in this guide are from iPhone 8 on iOS 13.6.1. Different versions of iOS can vary, so use these steps as a guide or consult Apple's help for your device. Microsoft also periodically update the app, so screens and prompts may vary over time.

-
4. If your account has been enabled for Multi Factor Authentication (MFA) you will be prompted to **authenticate** using whatever means you have set up, e.g. **Approve sign in request** via the MS Authenticator app, or respond to a text or call.
 - Authenticate as instructed by the prompt
 5. Tap **Maybe Later** if you do not intend to add another account
 6. Choose to **Enable Notifications if you wish**
 7. You'll see your **Inbox**

Using Outlook for iOS

1. Switch app views by tapping the Mail, Search, and Calendar icons (bottom of screen) as appropriate.
2. To view other mail **Folders**, in Mail view, swipe from left to right
3. To access **Settings** and **Help**, in Mail view, first view other mail Folders, then tap the appropriate icon – bottom left



Further information and help

For more information about University email you can check out the [Toolkit Email](#) resource.

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