

# Staff email – Outlook app for iOS devices

The University of Aberdeen uses Microsoft Outlook for University email. This guide will show you how to set up the **Outlook app** on your iOS device<sup>1</sup>.



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

**Note:** You **must** have an unlock passcode set up on your iOS device to access your University email.

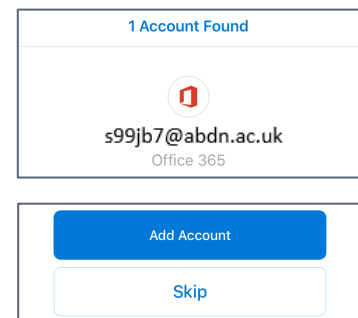
## Download Outlook for iOS

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

## Already configured your iOS device’s ‘Mail’ to see your University email account?

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

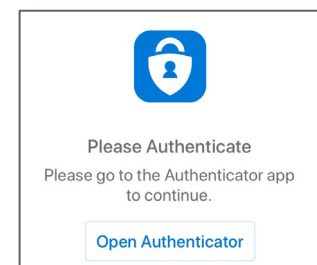
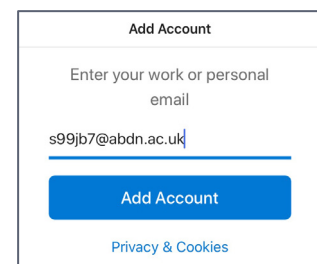
1. Tap **Add Account**
2. Tap **Maybe Later** if you do not intend to add another account
3. Swipe to read through any intro screens, or **Skip**
4. You’ll see your **Inbox**



## Never configured your iOS device’s ‘Mail’ to see your University email account?

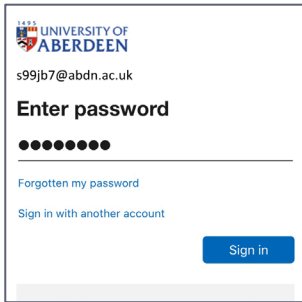
If you have *never* configured your iOS Mail app to see Exchange before:

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. If you have been enabled for Multi Factor Authentication (MFA) you will be asked to authenticate using whatever means you have set up, e.g. Microsoft Authenticator App, text, or phone call.  
  
For example, the screenshot opposite, and those following, show the prompt you will see if you have set up authentication using Microsoft Authenticator App.

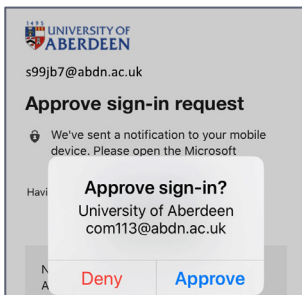


<sup>1</sup> The screenshots in this guide were captured on an iPhone 8 running iOS 13.6.1. The appearance of different versions of iOS can vary so use these steps as a guide or consult Apple’s help for your particular device. In addition, Microsoft is constantly changing appearance and access at the moment, this guide was updated in Sept 2020 and will be updated as required at our next review.

- Type in your password and then tap **Sign in**



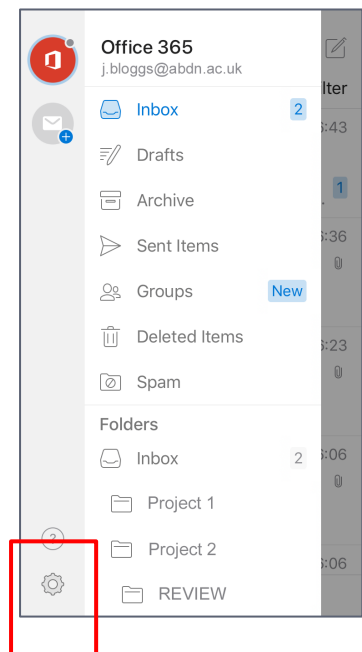
- When prompted, **Approve** the sign-in request



4. Tap **Maybe Later** if you do not intend to add another account
5. Enable Notifications if you wish, and allow Outlook notification if you wish
6. 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

Use MyIT to log calls with [the University's IT Service Desk](#) or contact [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk).