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. For more information about University email you can check out the Toolkit 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

   ![Image](image1.png)

   If you have never used this app before tap **Get Started** and follow instructions below. If you *already* have accounts listed in the Outlook app: Click on the Cog (Settings) Tap **Add Email Account** and again choose **Add Email Account**.

### 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. You will be prompted to **Open Authenticator**

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1 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 periodically updates the app, so screens and prompts may vary over time.
4. When prompted, type in your **password** and then tap **Sign in**

5. If your account has been enabled for Multi Factor Authentication (MFA) you will be asked to **authenticate** using whatever means you have set up, e.g. prompted to Approve the sign in request or respond to a text or call.

6. Tap **Maybe Later** if you do not intend to add another account

7. Enable Notifications if you wish, and allow Outlook notification if you wish

8. 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 report an issue with the IT Service Desk: [https://myit.abdn.ac.uk](https://myit.abdn.ac.uk)