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 device.

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