

Student email - Outlook on iOS devices




The University of Aberdeen uses Microsoft Outlook for University email. This guide will show you how to configure Outlook on your iOS device and is based on iOS14.4.

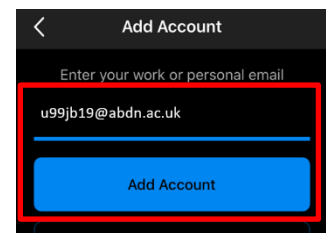
There are two ways to set up Outlook on iOS. We recommend using the official [Microsoft Outlook app on Apple App Store](#), but you can also add your Outlook account to the built-in iOS Mail app.

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).

Outlook for iOS



1. **Download** the [Microsoft Outlook – email and calendar app](#) from the Apple App store.
2. **Open** the Outlook app
 - If you have **already configured** your University account in the Mail app, the Outlook app may locate this, and you may be prompted to Add Account automatically.
 - If you have **already used** the Outlook app and added any email accounts, you will see an existing Inbox. To add your **University email account**, click on the **Home** icon 
 - Either click the **+ mail** icon  and then Add Email Account
 - Or go to settings **cog**  (bottom left) and choose Add Email Account
 - **If neither** of these apply, then
 - Tap **Get Started**, Tap **Notify Me** to receive emails and calendar events
 - Tap **Allow** to receive notifications
3. In the **Add Account** box, type your University email address in the format **username@abdn.ac.uk**, e.g. *u99jb19@abdn.ac.uk*
4. Tap **Add Account**.
5. If your account has been set up for MFA, you will be prompted for your second method of authentication
6. When prompted, type in *your* **password** and then tap **Sign in**
7. Tap **Maybe Later** if you do not intend to add another account
8. Swipe to read through any intro screens, or **Skip**
9. You'll see your **Inbox**
10. Switch app views by tapping the Mail, Search, and Calendar icons as appropriate
11. To view other mail **Folders**, in Mail view, tap *your account* icon – top left
12. To access **Settings** and **Help** in Mail view, first tap *your account* icon, then the appropriate icon – cog or question mark – bottom left.





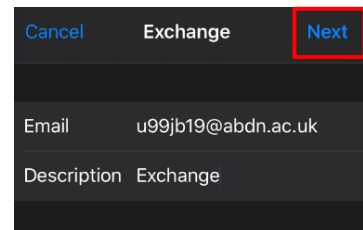
Built-in iOS Mail App

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

Note: If your University email Account is already listed but not working remove it and re-add. Tap the Account name, choose Delete Account and confirm deletion.

2. Choose **Add Account**

3. In the **Add Account** page, tap **Microsoft Exchange/Exchange**

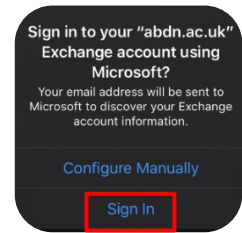


4. Type your **full** email address in the format **username@abdn.ac.uk**, e.g. *u99jb19@abdn.ac.uk*

5. The default **description** is Exchange, but you can change this to *University email*

6. Tap **Next** in the top right-hand corner

7. In the pop-up screen choose **Sign In**



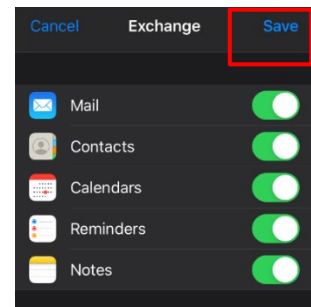
8. When prompted, type in *your* University password and tap **Sign In**

9. If your account has been set up for MFA, you will be prompted for your second method of authentication. If not click Next and follow prompts to complete the process

10. In **Accounts** you will see confirmation that your account has been recognised

11. Choose whether you want to synchronise all items including Contacts

12. Tap **Save**



13. Tap the **Mail** app to see your University email account¹



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 about [University email](#), the Toolkit [Student Email](#) resource and on [IT account security](#).

You can also log a call in the [IT Service Portal](#)

¹ 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). To sync your University calendar with your iOS device, we recommend you use the Outlook app.