

# Outlook App for iOS Devices

\*The appearance of the iOS operating system can vary depending on the version you are running, so use these steps as a guide, or consult Apple support.

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.



**Note:** You **must** have an unlock passcode set up on your Android device to access your University email, and be on iOS 11 or above.

## Download Outlook for iOS

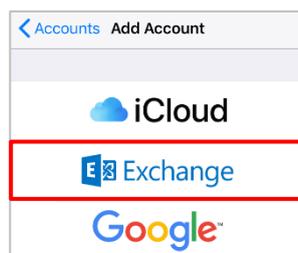
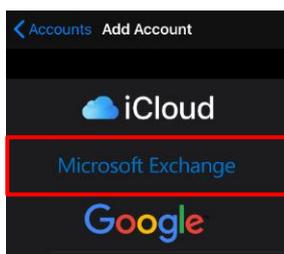
1. **Download** the [Microsoft Outlook – email and calendar app](#) from the Apple App store.
2. **Open** the Outlook app

(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.

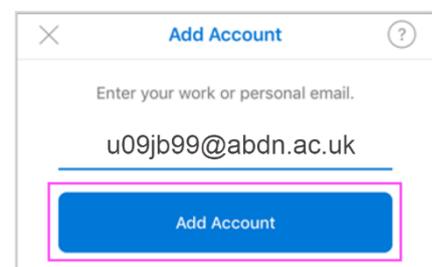
If you have **already used** the Outlook app and added any email accounts, you will see an existing inbox and can use the **Add Account** option as outlined below for new users.)

## Add Account

1. Tap **Add Account**
2. Tap **Microsoft Exchange** or **Exchange** (depending on version of iOS).

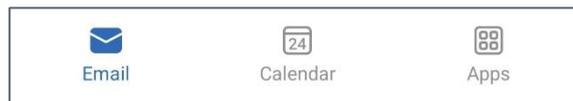


3. Enter your University userID followed by @abdn.ac.uk, e.g. **u09jb99@abdn.ac.uk** (where u09jb99 is *your* userID)
4. Type your University password
5. Tap **Sign In**
6. You will see the prompt for Multi Factor Authentication (MFA). You will be asked to **authenticate** using whatever method you have set up, e.g. Approve the sign in request or respond to a text or call.
7. Swipe to read any intro screens, or **Skip** to Inbox.



## Using Outlook for Android

- Switch between Mail or Calendar by tapping the icons at the bottom the app as appropriate
- Use the Search icon to look for emails, contacts, events or files stored in OneDrive for Business
- To view other mail **Folders**, in Mail view, tap the menu – top left
- To access **Settings** and **Help**, tap the menu, then the appropriate icon – bottom left

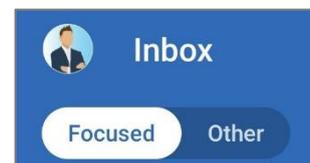


## Focused Inbox

The Outlook app sorts your incoming messages into a Focused inbox (for more important messages) and an Other inbox (for messages considered less important). It does this by taking a variety of factors into account, e.g. whether you regularly interact with the sender of a message, or whether the message is part of a bulk emailing.

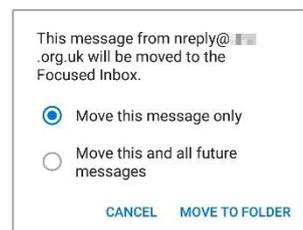
### To switch between inboxes:

- In Mail view, tap the heading at the top of the message list



### To move a message between inboxes

- Open the message
- Tap the overflow menu icon (bottom right corner)
- Tap **Move to Focused** inbox
- Choose whether to move the individual message, or all future messages from that sender
- Tap **Move to Folder**



### To disable Focused inbox

- In Mail view, tap the menu (top left)
- Tap the **Settings** icon (cog- bottom left)
- Scroll down to the Mail section and tap the slider for Focused Inbox
- Return to the Mail view. All messages now appear in the same list



## Use iOS Mail App

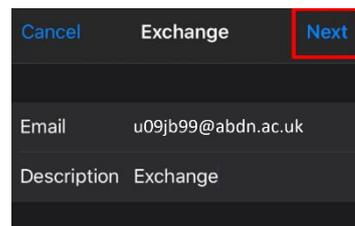
1. **Navigate** to your list of Accounts. Depending on the iOS on your device this might be by going to:

- **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**

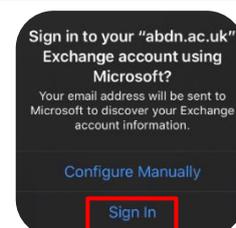


4. Type your **full** email address in the format **username@abdn.ac.uk**, e.g. *u09jb99@abdn.ac.uk*

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

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

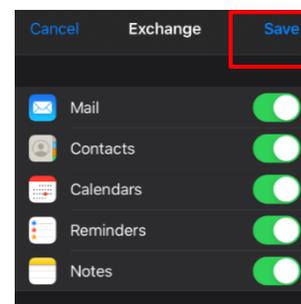
7. In the pop-up screen choose **Sign In**



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

9. You will be prompted to follow MFA verification 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 account

## Further information and help

More information is available on [Microsoft Help](#). You can also use MyIT to report an issue to the IT Service Desk: <https://myit.abdn.ac.uk>