How to configure O365 mail using an iPhone default mail app

- 1. Open the Settings app.
- 2. Select "Mail".
- 3. Select "Accounts" (see screenshot below).



4. Select "Add Account" (see screenshot below). . III AT&T 
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5. Select "Microsoft Exchange" (see screenshot below).

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Accounts	Add Account	
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6. Enter **your** full UNA e-mail address and a description (see screenshot below) and select <u>"Next".</u>

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	Exchange Device ID	

7. Select "Sign In" and "Next (see screenshot below). Do not select "Configure Manually" unless explicitly directed by UNA IT personnel.

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8. Enter your UNA credentials and select "Sign In" (see screenshot below).

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systems. Current policies can be viewed here. Unauthorized users should disconnect immediately. When finished, please log out of all systems <b>AND</b> close all browsers to help ensure a complete disconnect and that no other users may accounts	1	agreeing to all policies labama's (UNA's) iewed here. Unauthorized ely. I systems <b>AND</b> close all e disconnect and that no unts	g this system, you e University of Noi rrent policies can h I disconnect immer ad, please log out of help ensure a com pay access your a	Sign in By accessing governing the systems. Cur users should When finishe browsers to h other users m

9. After entering your credentials, the account should be added and available.

## Additional steps and Troubleshooting

Blocked access:

If, after adding your account, you receive/see an e-mail noting your account has been blocked and no e-mails are synced, your wireless network may be blocking the initial connection due to an improper device configuration. To correct this issue, turn off all WiFi settings while enabling a cellular connection only. Next, delete the previously added account. Then, repeat the steps to add the account again. Once the account is added properly, re-enable WiFi settings.

## Multi-factor authentication (MFA):

If MFA is enabled for your account, after entering your credentials, you will be prompted to provide additional factors to authenticate your account (such as a Push notification). See the UNA IT Services website (www.una.edu/its) and click on the link for "Duo" for more information about setting up your device to accept MFA notifications.