@aberdeen email – Connecting on iOS Mail app

We recommend using the official Microsoft Outlook app to connect to your @aberdeen email and calendar on your iOS device. See our user guide *Office 365 email on iOS using Outlook app*.

However, if you want to add your @aberdeen email account to the built-in iOS Mail app[1] you can follow this guide provided that your device is running **iOS 11 or above**.
To check the version of iOS on your device:
Open the **Settings** app, tap **General**, tap **About**, and note the current **Software Version**.

The basic procedure for removing and adding an email account is the same but the method of finding your list of accounts and some screenshots will depend on the iOS of your device. This guide is based on iOS14.4.

Remove old Account Settings

If you have *not* previously connected your iOS device to your @aberdeen email, you can skip this step and go straight to Set up a new account.

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

    – **Settings > Mail > Accounts** *or*

    – **Settings > Passwords & Accounts** *or*

    – **Settings > Accounts & Passwords**
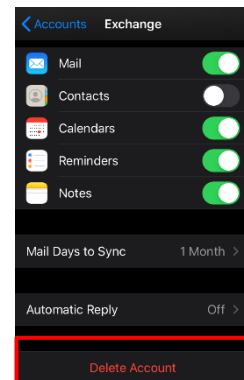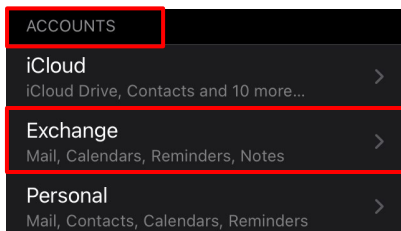
2. **Select** your @aberdeen email Exchange account.

3. Tap **Delete Account** and **confirm** deletion when prompted.

Set up a new account

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

    – **Settings > Mail > Accounts** *or*

    – **Settings > Passwords & Accounts** *or*

    – **Settings > Accounts & Passwords**

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[1] Please be aware that 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).
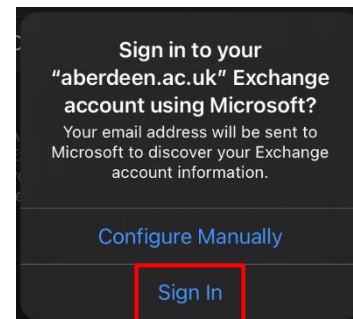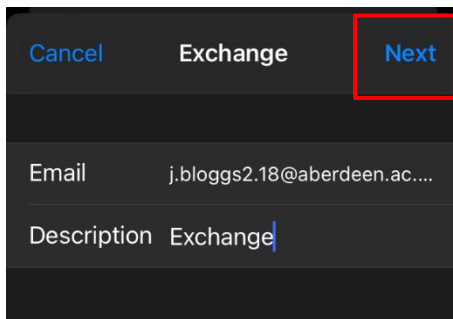
2. Tap **Add Account**

3. Tap **Microsoft Exchange** or **Exchange** (depending on version of iOS)**.**
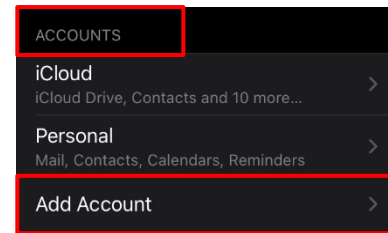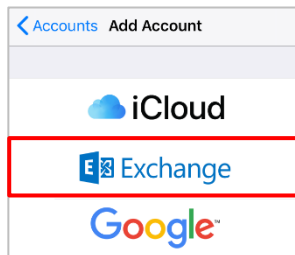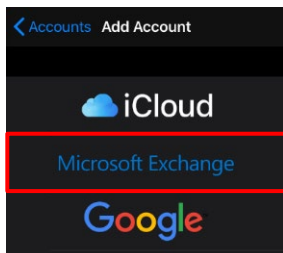
4. In the **Email** field, type **@aberdeen email address**, e.g. j.bloggs2.18@aberdeen.ac.uk

5. If you wish, type in a **Description** for your account - the default is Exchange.

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

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

8. Type in your **password** when prompted.

9. Tap **Sign In**

10. 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. Microsoft Authenticator App, text, or phone call.

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

12. **Choose** whether you want to synchronise all items including Contacts.

13. Tap **Save**
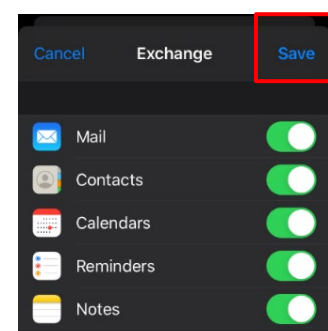
14. Tap the **Mail** app on your device to view your @aberdeen email account.

⚠️ 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

Use MyIT to report an issue with the IT Service Desk: https://myit.abdn.ac.uk