

# Email: Configure the Mail App on iOS Devices

Last Modified on 04/19/2022 2:43 pm CDT

Users that already had Exchange set up on their devices will need to remove and re-add their University Exchange account. If you are setting up you are configuring the Mail App for Office 365 for the first time, skip to [Configure a New Account](#) below.

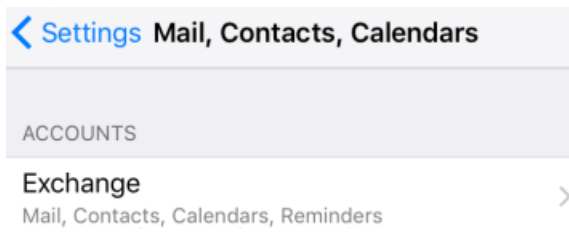
*NOTES: If you are required to use Duo Security for email, you'll need to be using iOS 11 or higher in order to set up your email via the Mail app.*

## Delete an Existing Account

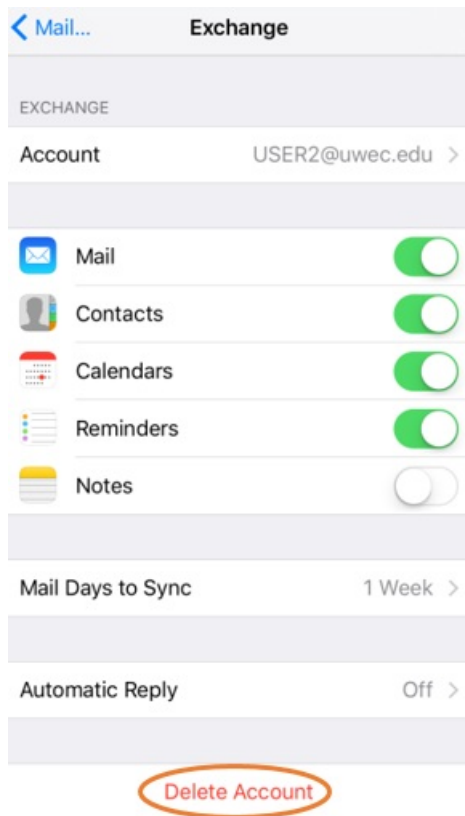
1. Launch the **Settings** app.



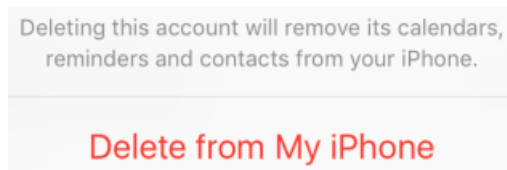
2. Tap **Accounts and Passwords**.
3. **Accounts**.
4. Tap **Exchange**.



5. Tap **Delete Account**.

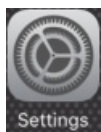


6. Tap **Delete from My iPhone / iPad / iPod** (button may vary depending on your device).



## Configure a New Account

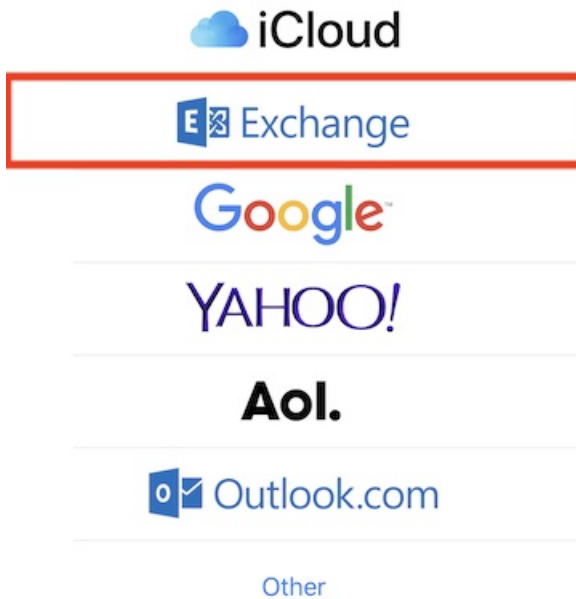
1. Launch the **Settings** app.



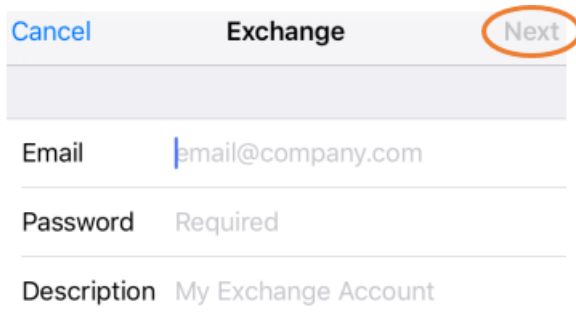
2. Tap **Accounts and Passwords**.



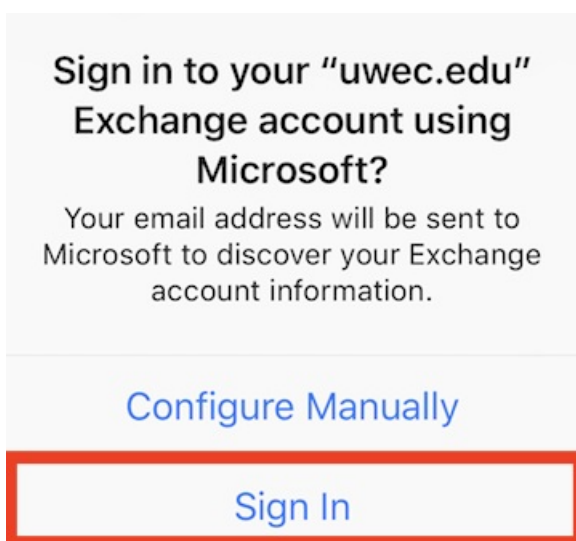
3. **Accounts**
4. Tap **Add Account**.
5. Tap **Exchange**.



6. Type your University email address in the *Email* field.
7. Type a new description in the *Description* field (optional).
8. Tap **Next**.

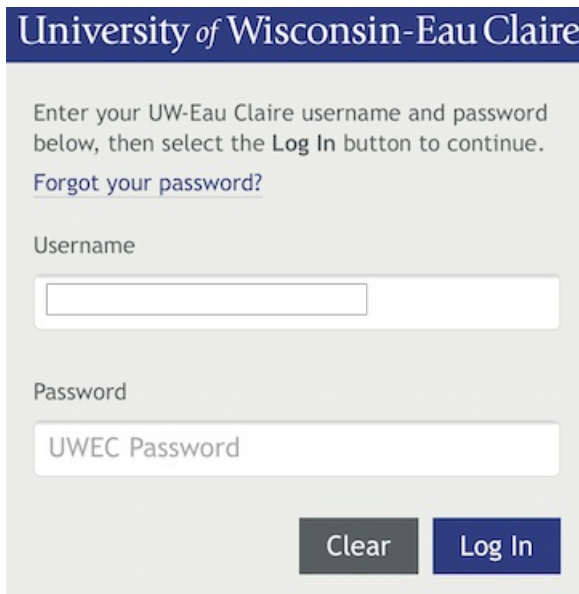


9. A prompt will appear saying "Sign in to your uwec.edu Exchange account using Microsoft? Your email address will be sent to Microsoft to discover you Exchange account information."
10. Click **Sign In**.



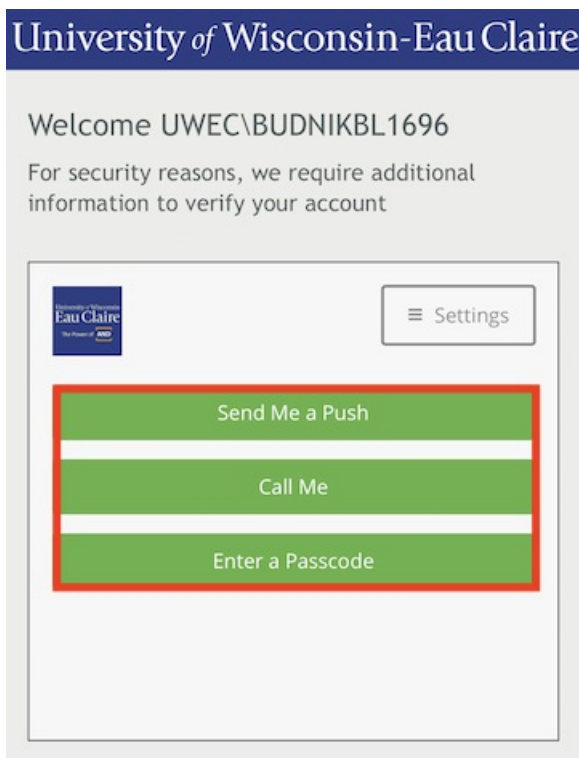
11. After you accept the "Sign in to your uwec.edu Exchange account using Microsoft?" prompt,

you will see the UW-EC Office 365 Login Service page. Type your password.



The image shows the login page for the University of Wisconsin-Eau Claire. At the top, there is a dark blue header with the text "University of Wisconsin-Eau Claire" in white. Below the header, the page has a light gray background. The text "Enter your UW-Eau Claire username and password below, then select the **Log In** button to continue." is displayed. Below this is a link for "Forgot your password?". There are two input fields: "Username" and "Password". The "Password" field contains the text "UWEC Password". At the bottom right, there are two buttons: "Clear" (dark gray) and "Log In" (dark blue).

12. After the password is typed, you will receive the Duo prompt if you have Duo enabled.



The image shows a Duo prompt screen. At the top, there is a dark blue header with the text "University of Wisconsin-Eau Claire" in white. Below the header, the page has a light gray background. The text "Welcome UWEC\BUDNIKBL1696" is displayed. Below this is the text "For security reasons, we require additional information to verify your account". There is a small logo for the University of Wisconsin-Eau Claire on the left and a "Settings" button on the right. In the center, there is a white box with a red border containing three green buttons: "Send Me a Push", "Call Me", and "Enter a Passcode".

13. Tap **Accept**.

## Permissions requested

iOS Accounts

[App info](#)

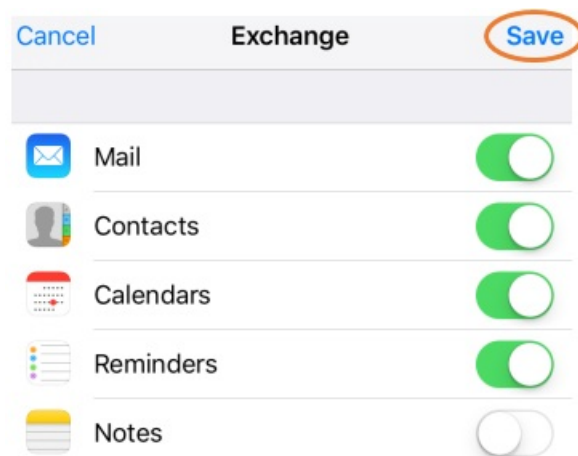
This app would like to:

- ✓ Access your mailboxes
- ✓ Sign you in and read your profile

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)



14. Tap **Save**.



# Manually Configure a New Account

If you are prompted with a page similar to the following picture, enter the following:

Cancel	Account	Done
Email	username@uwec.edu	
Server	outlook.office365.com	
Domain	uwec	
Username	username@uwec.edu	
Password	●●●●●●●●	
Description	Exchange	

1. Tap **Email** and enter your UW Eau Claire email address.
2. Tap **Server** and type outlook.office365.com.
3. Enter uwec as the domain.
4. Type in your UW Eau Claire *Username*.
5. Type in your UW Eau Claire *Password*.