

Setting up your student email on your iPhone / iPad

This guide details how to setup your Exeter email on your personally owned iPad.

Please note that this guide is designed for students who have an Office365 Mailbox. All students starting at the University from September 2013 will have the new <u>Office365</u> <u>Mailbox</u>.

Do I have an Office365 or Exchange Mailbox?

If you have an Exchange mailbox please consult our <u>Knowledgebase video</u> which provides instructions for Exchange users.

- Before you begin, please ensure you have a working internet connection.
- 1. From the iPad home screen tap settings



2. Tap Mail, Contact, Calendars and choose Add account

iPad 奈	11:36	95% 🗖
Settings	Mail, Contacts, Calendars	
Airplane Mode OFF	Accounts	
Wi-Fi UoE_Secure	iCloud Contacts, Calendars, Safari, Reminders and 4 more	>
Bluetooth On	Hotmail	
C Do Not Disturb	Add Account	>
Notifications		
General	Fetch New Data	'ush >
Sounds	Mail	
🙀 Brightness & Wallpaper	Show 50 Recent Messa	iges >
Picture Frame	Preview 2 L	ines >
Privacy	Show To/Cc Label	OFF
iCloud	Ask Before Deleting	OFF
Mail Contacts Calendars	Load Remote Images	N
Notes	Organize By Thread	N

3. Select Microsoft Exchange from the list shown below.



4. Enter your Exeter email address and password as shown below and click Next. Your iPhone / iPad will now attempt to connect to your Exeter email.

Car	ncel	Exchange	Next
(
	Email	o3652026@exeter.ac.uk	
	Password	•••••	
	Description	Exchange	

Please note: If you are prompted for additional details, you will need to enter the server name and the username in the format shown below:

Cancel	Exchange	Next
Email	o3652026@exeter.ac.uk	
Server	outlook.office365.com	
Domain	Optional	
Username	o3652026@exeter.ac.uk	
Password	•••••	
Description	Exchange	

5. If connection is successful, you will be asked to select which function you wish to synchronise with your iPhone / iPad. We suggest that at least Mail and Calendar be turned on. Click Save to proceed.

Cancel	Exchange	Save
Mail		ON
Contacts		
Calendars		ON
Reminders		ON

6. Return to the Home screen and choose Mail.



Please note: If you do not have a Passcode set on your device you may be prompted to set one up before the mail will download. The Passcode is a four digit number you should enter to unlock the device.

7. When you open the mail icon, if you have more than one email account you may need to select your Exeter account. Click the button highlighted below.



8. Select your Exeter account which by default will be called Exchange.



9. You should be taken to the below screen, drag the screen down and your mail will begin to update. This may take several moments when you do this for the first time so please stay on the screen.

At the bottom of the screen the iPad / iPhone will say "**Checking for Mail.**" This will be replaced by "**Updated**" followed by the date and time when the device has finished downloading your mail.



Your mail should now be setup.

If you need any further assistance please contact the IT Help Desk

IT Help Desk – 24/7 Help and Support

Phone: 01392 723934

Email: <u>helpdesk@exeter.ac.uk</u>

Web: www.exeter.ac.uk/it/helpdesk

Self service: <u>www.exeter.ac.uk/it/helpdesk/selfservice</u>