UNIVERSITY OF
EXETER

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 Office365 Mailbox.

Do I have an Office365 or Exchange Mailbox?

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

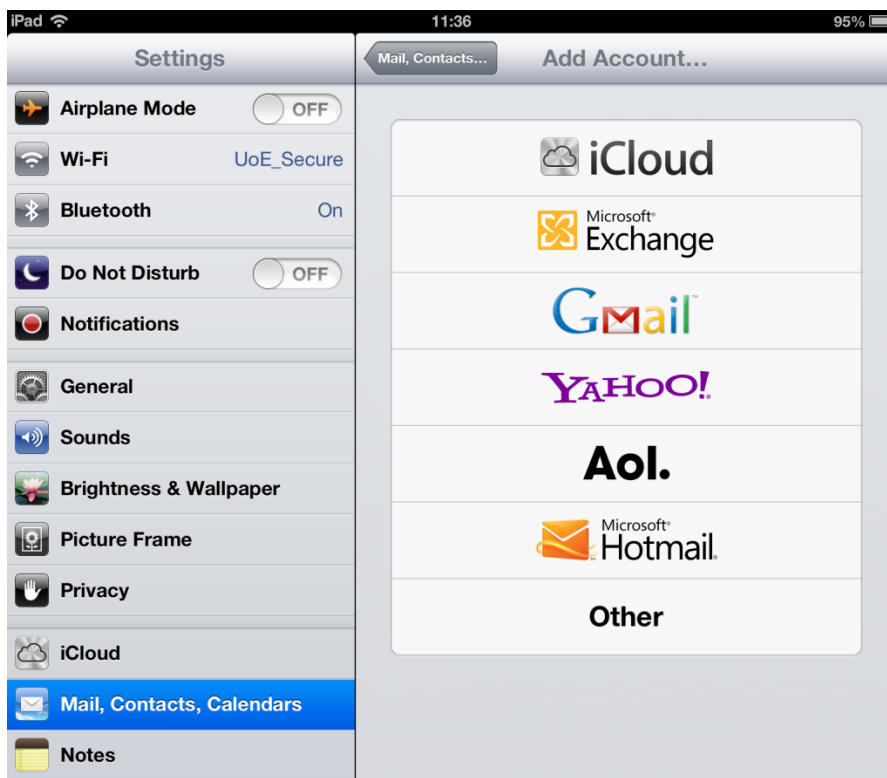- Before you begin, please ensure you have a working internet connection.

1. From the iPad home screen tap settings

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

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.

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:

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.
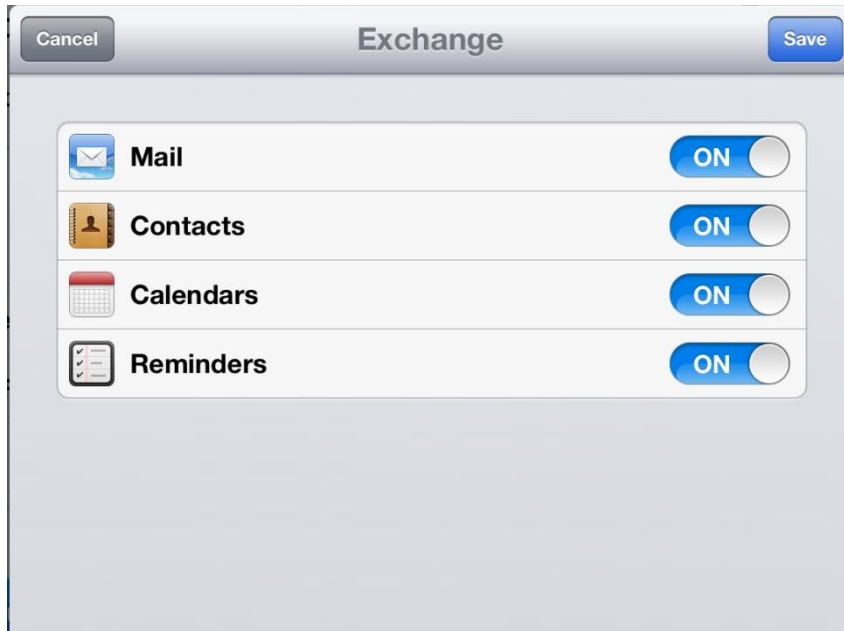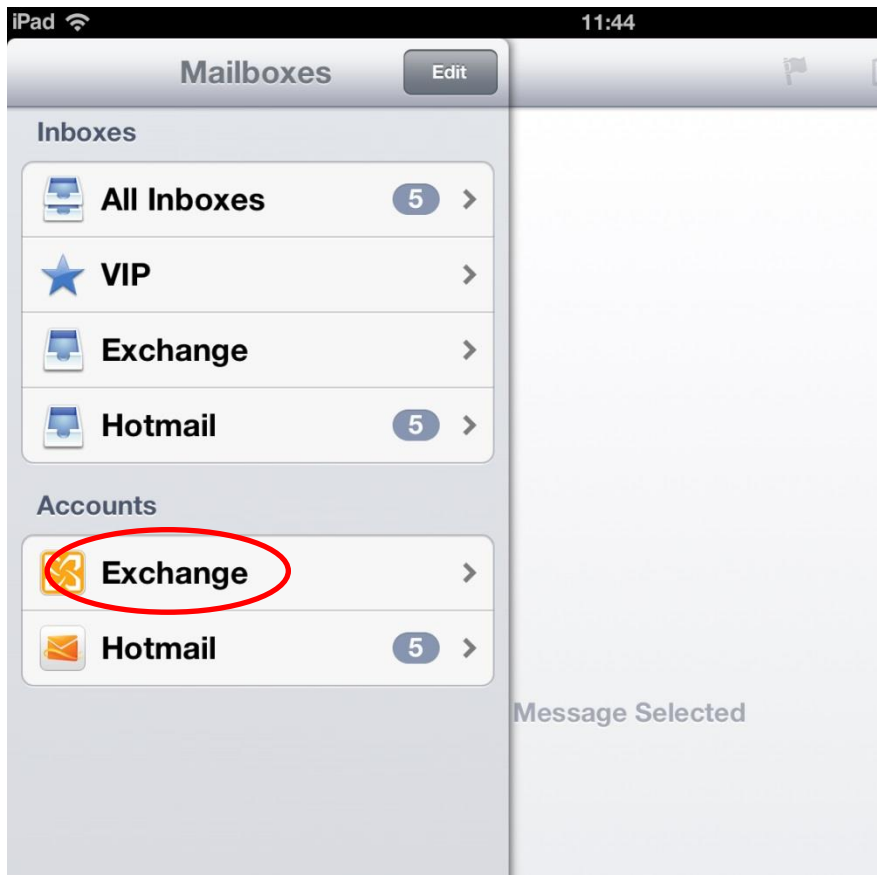

6. Return to the Home screen and choose Mail.

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.
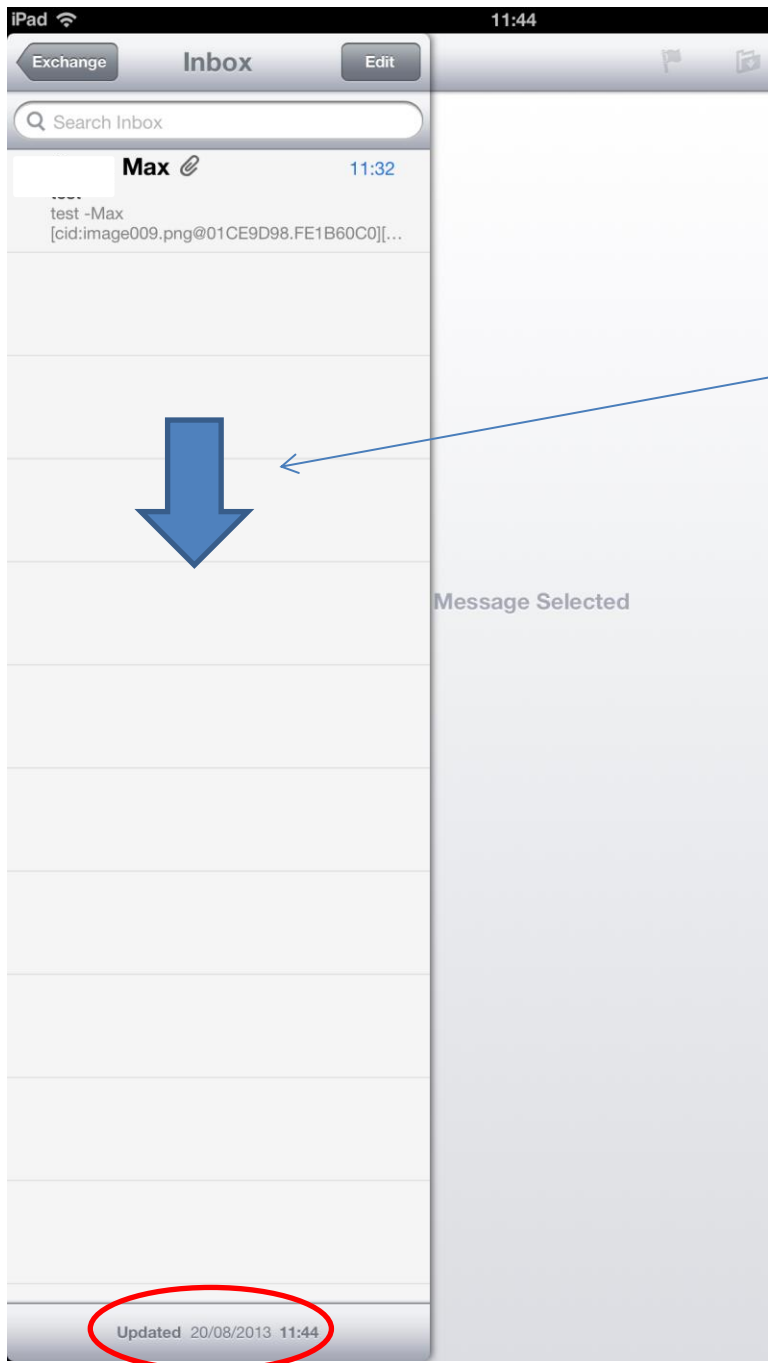
Drag the screen down to make the device check for mail

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: helpdesk@exeter.ac.uk

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

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