

Microsoft Exchange Mail Account on your Cell Phone

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Overview

You made it through multi-factor authentication setup and everything is going well. Now you aren't getting new emails on your phone. That's a problem! This issue is typically due to an older version of the email app on your phone or a configuration issue. The best thing to do is to remove and then add the District Exchange email account from the app and add it again.

Remove and add the mail account on generic mail app

Both Android and Apple phones have a built-in mail app that many use to access their district email:



Samsung Email

Apple Mail



To remove the Exchange account from an Android phone, follow these steps:

1. From a Home screen, tap **Apps > Settings > Accounts**.
2. Tap **Email**.
3. Tap the **Exchange** account.
4. Tap the **Menu icon** (upper right).
5. Tap **Remove accounts**.
6. Tap **REMOVE ACCOUNT** to confirm.

Now add the Exchange account back on to the Samsung mail app, follow these steps:

1. From a **Home screen**, tap **Apps > Settings > Accounts and backup > Accounts**.
2. Tap **Add account**.
3. Tap **Microsoft Exchange ActiveSync**.
4. Enter your district **email** address and **password** then tap **Sign in**. You may be prompted for 2-factor authentication at this point.
5. If you experience any issues with setup, please enter a help desk ticket at this [link](#).



To remove the Exchange account from an Apple phone, follow these steps:

1. Tap **Settings** > **Mail** > **Accounts**.
2. Tap the appropriate account (Exchange).
3. Tap **Delete Account**.
4. Tap **Delete from My iPhone**.
5. Close the **Settings** app.

To add the Exchange account back on to the Apple mail app, follows these steps:

1. Tap the **Settings** app.
2. Scroll down and tap **Mail**.
3. Tap **Accounts** and then **Add Account**.
4. Tap **Microsoft Exchange**.
5. Enter your district **email** address and click **Next**.
6. You will be taken to a district log in page to enter your **password**.
7. Click **Sign In**. You may be prompted for 2-factor authentication at this point.
8. If you experience any issues with setup, please enter a help desk ticket at this [link](#).

Remove and add the mail account in the Microsoft Outlook app

You may access your district email account using the Microsoft Outlook app:



To remove the Exchange account from the Microsoft Outlook app, follow these steps:

1. Tap the **Microsoft Outlook** app.
2. Tap the **circle** with your initial or avatar at the very top left corner.
3. Tap the **gear icon** at the very bottom left to go into account **settings**.
4. Tap on the **Mail Accounts Office 365** (your district email).
5. Scroll to the bottom of the Office 365 screen and tap **Delete Account**.
6. Tap **Delete**.
7. Close app.

To add the Exchange account back on to the Microsoft Outlook app, follow these steps:

1. Tap the **Microsoft Outlook** app.
2. Enter your district **email** account.
3. Tap **Add Account**.
4. Tap **Open Authenticator** to verify the account and approve or enter the code.
5. Tap **Maybe Later** on the **Add Another Account** screen.
6. Tap **Turn On** to Enable Notifications.
7. Your emails may take some time to populate. If you experience any issues with setup, please enter a help desk ticket at this [link](#).

Assistance

If at any time you experience issues with email on your phone, please enter a help desk ticket at this [link](#).