Microsoft Exchange Mail Account on your Cell Phone

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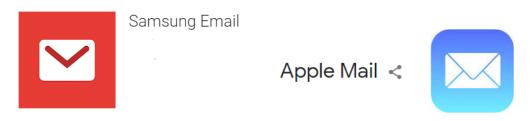


Overview

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:



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 2factor 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:



Microsoft Outlook Secure Email, Calendar & Files Microsoft Corporation

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.