CommonwealthU.edu Email Setup for iPhone

Remove Outlook App:

1. If you do not have the Outlook App or have not configured Outlook for *University Email* on your iPhone, skip to the next section.
2. Long press on the "Outlook" app icon and tap "Remove App"
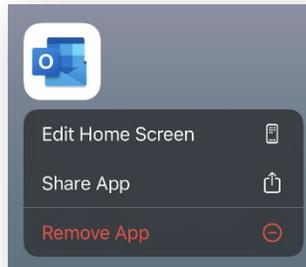
3. Tap "Delete App"
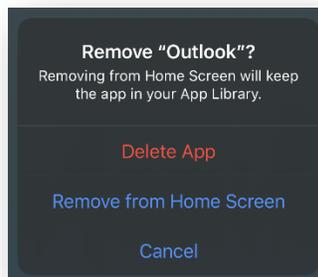
4. Tap "Delete"
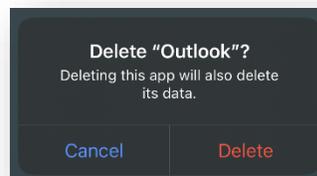
Remove Native iOS Configuration:

1. If you have not configured your iOS device to use *University Email* in the native Mail, Contacts, and/or Calendar Apps, skip to the next section.
2. Open "Settings"

3. Scroll down to and tap "Mail"
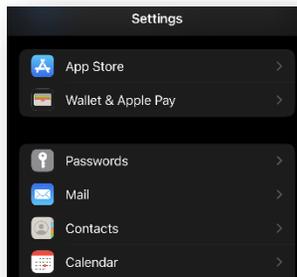
4. Tap "Accounts"
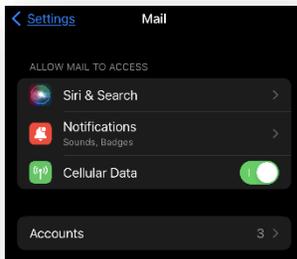
5. Tap the name of your old *University* account. The default name is "Exchange", but it may have a custom name. Do not select your iCloud or any other personal accounts on the iPhone.

6. Tap "Delete Account"
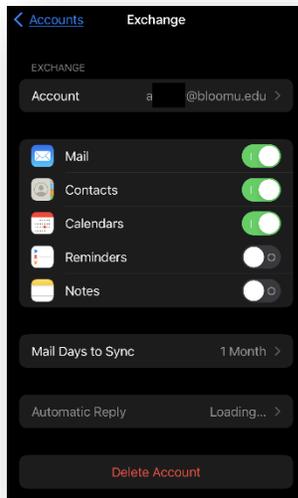
7. Tap "Delete from My iPhone". Wait for the process to complete.
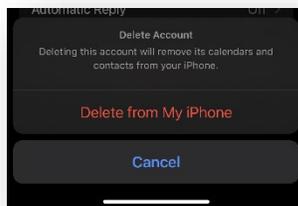
Reconfigure Outlook App:

1. If you would prefer to use the native Mail, Contacts, and Calendar apps on your iPhone and do not want to use the Outlook App for *University Email* on your iPhone, skip to the next section.
2. Open the App Store
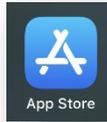
3. Tap "Search"

4. Tap in the search bar
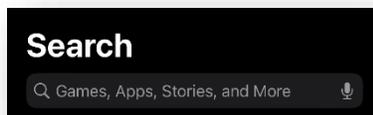
5. Type "Outlook" and tap "Search"
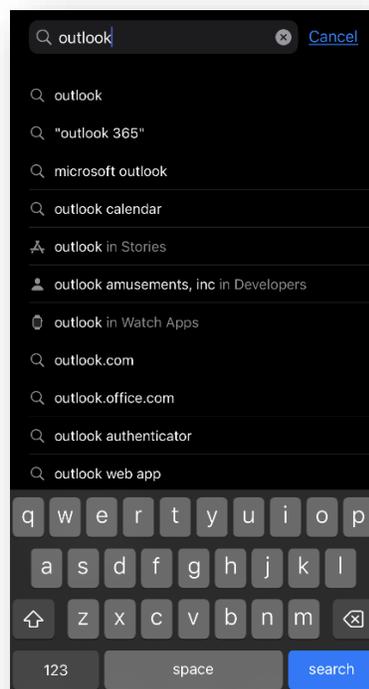
6. Look for "Microsoft Outlook" and tap the "Get" button or iCloud download icon

7. Wait for the app to install and then tap "OPEN"

8. If the app finds your old accounts, tap "Skip"
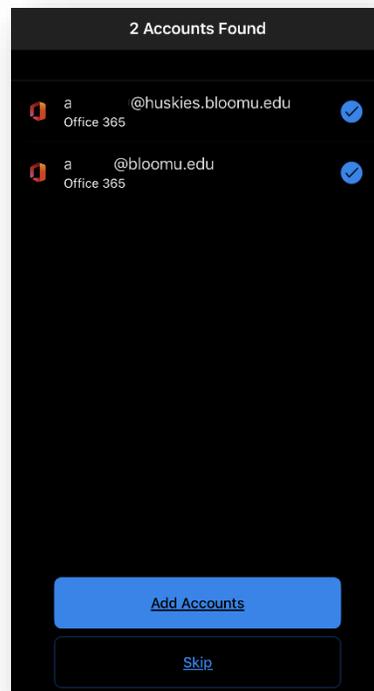
9. Type your current email address and tap "Add Account"
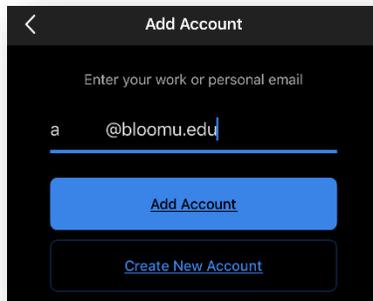
10. Type your user name and password and tap "Sign On"
    (You may be prompted for Duo two factor authentication)
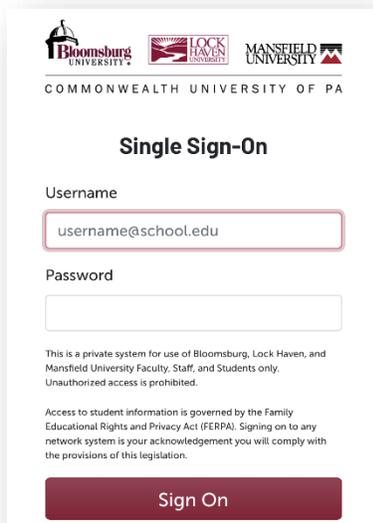
11. If prompted to add another account, tap "Maybe Later"
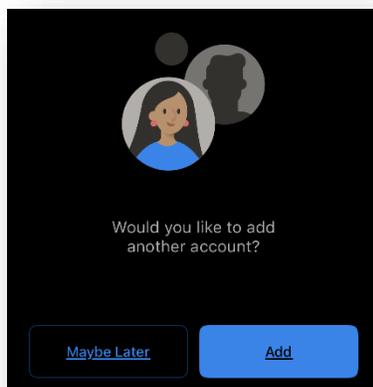
12. If notifications are desired, tap "Turn On" and then "Allow"
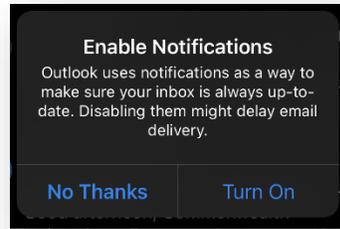
13. Configuration is complete, your email and calendar should begin to sync immediately.
14. If you would like to configure Contacts or any other native iOS apps, continue to the next section.

Reconfigure iOS Native Mail, Contacts, and Calendar Apps:

1. Open "Settings"

2. Scroll down to and tap "Mail"
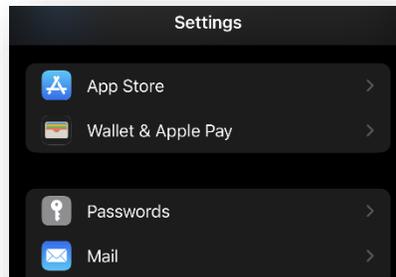
3. Tap "Accounts"
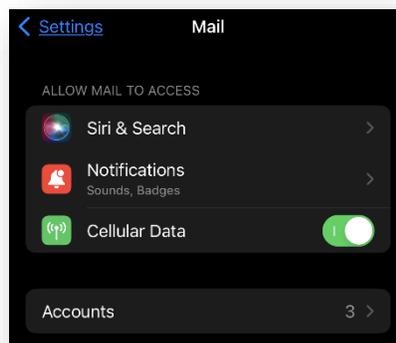
4. Tap "Add Account"
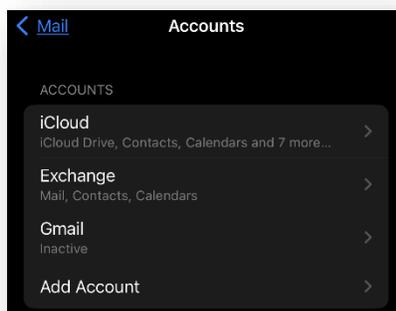
5. Tap "Microsoft Exchange"

6. Type your current email address and a custom description if desired, then tap "Next"
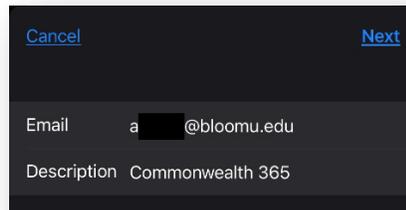
7. Tap "Sign In"
   You may be prompted with a standard Single Sign On and/or Duo Two Factor Authentication process, or the device may skip these steps if you have recently signed in to a university system.
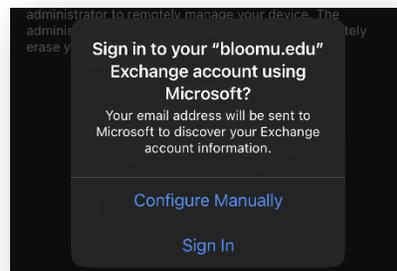
8. Choose the services you do or do not want to sync with this device, then tap "Save"
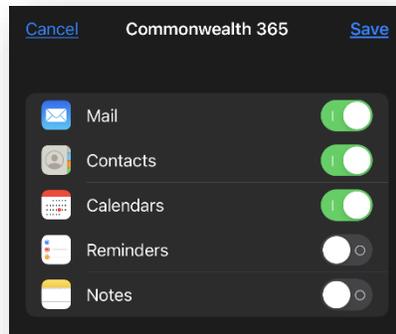
9. Configuration is complete, your chosen services should begin to sync to their respective apps immediately.