

# E11 Helpsheet

## How to add an Exchange account to an iOS device

### Introduction

This article explains how to quickly create an Exchange ActiveSync account on your iOS device. The process is the same for iPhone, iPad and iPod Touch.

#### **NOTE FOR STAFF, PGR's AND VISITORS:**

Please note that once you have finished setting up your email account on your mobile device you may be asked to setup a 6 digit passcode to protect the data. Before proceeding any further please see the Mobile Device Security Homepage on the UEA Portal for further important information.

#### **\*\*! Failure to read this important information could result in loss of data on your device! \*\***

1. To add an Exchange account to your iOS device, tap **Settings > Mail, Contacts, Calendars > Add Account > Microsoft Exchange**.
2. On the next screen, enter your complete email address, domain, username, password, and a description (which may be anything you like). Ask your Exchange Server administrator if you are unsure of the domain. If you are unable to view your folder list, or are unable to send or receive email, leave the domain field blank.
3. Your iOS device will now try to locate your Exchange Server using Microsoft's Autodiscovery service. If it cannot locate the server, you will see the second screen above. Enter your front-end Exchange Server's complete address in the **Server** field. Contact your Exchange Server administrator if you are unsure of the address.
4. Choose which type or types of data you would like to synchronize: Mail, Contacts, and Calendars. Note that by default, only three days' worth of email is synchronized. To synchronize more, go into Settings, then Mail, Contacts, Calendars, select your Exchange account, and tap on Mail days to sync.

Note that after configuring an Exchange ActiveSync account, all existing contact and calendar information on the iOS device is overwritten. Additionally, iTunes no longer syncs contacts and calendars with your desktop computer. You can still sync your iOS device wirelessly with MobileMe services.

Carrier 9:42 AM

Enter your Exchange account information

Cancel Exchange Next

Email Fred.Bloggs@UEA.ac.uk

Domain UEA

Username qqq13fff

Password \*\*\*\*\*

Description My Exchange Account

Carrier 9:42 AM

Enter your Exchange account information

Cancel Exchange Next

Email Fred.Bloggs@UEA.ac.uk

Server UEAEXCHANGE.uea.ac.uk

Domain UEA

Username qqq13fff

Password .....

Description Fred.Bloggs@UEA.ac.uk

