Apple IOS 11 & 12 Exchange Setup

This procedure is applicable for iOS devices (iPhone, iPad, etc.) running iOS 11 and higher. The screenshots shown below were taken from an iPhone 7 running iOS 11.0.1. Other devices will be similar.
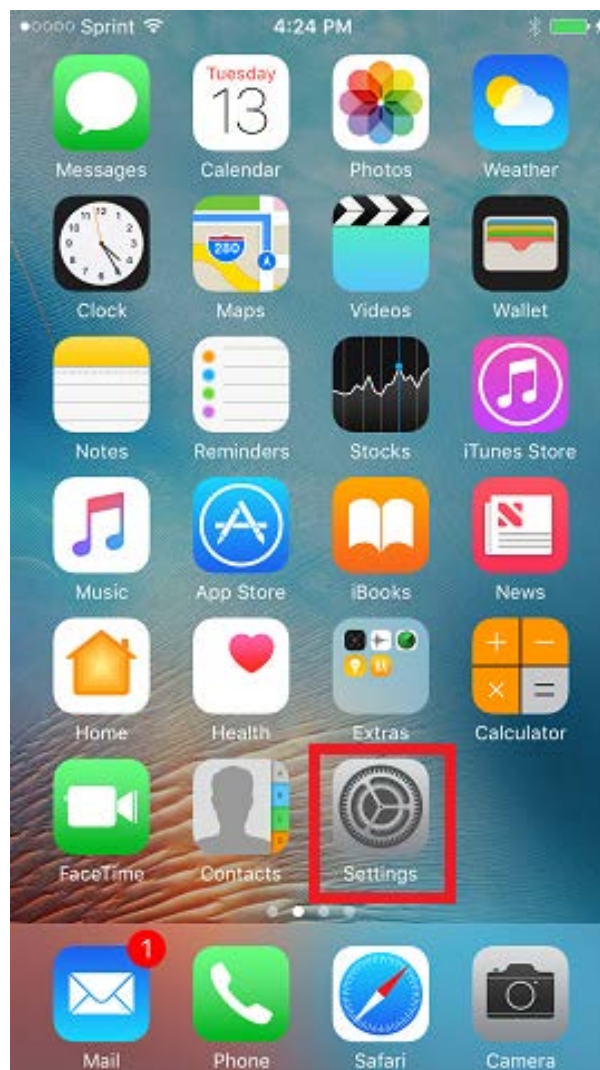
If you have iOS 11 and experience issues with email connectivity please update to the latest version of iOS 11.

Prior to starting this procedure, authenticate your account and obtain your account-specific information from the Customer Portal according to the following article:
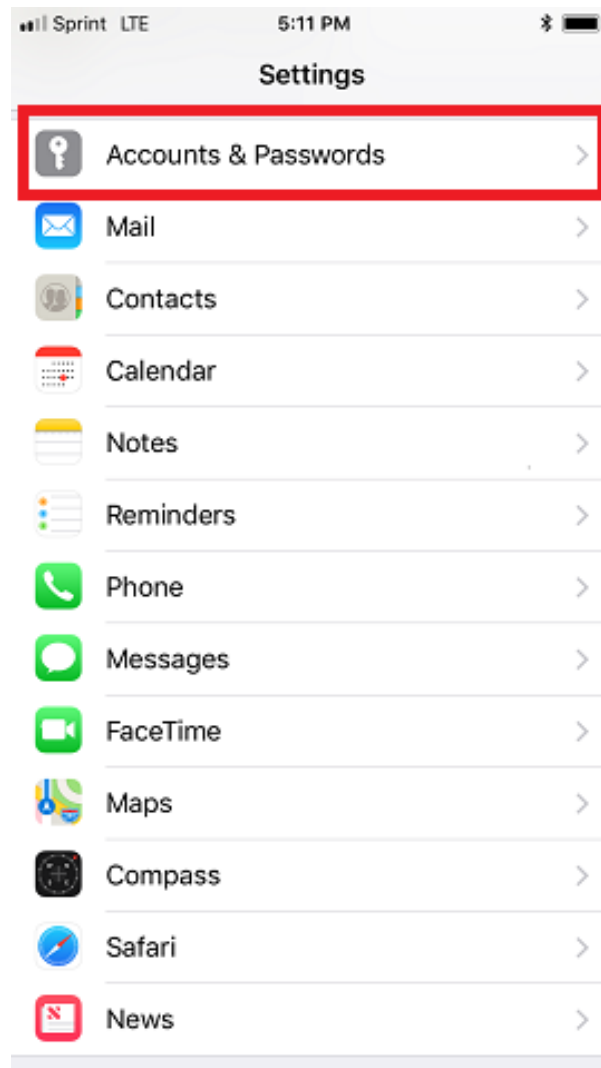
How to Obtain Exchange Account Information

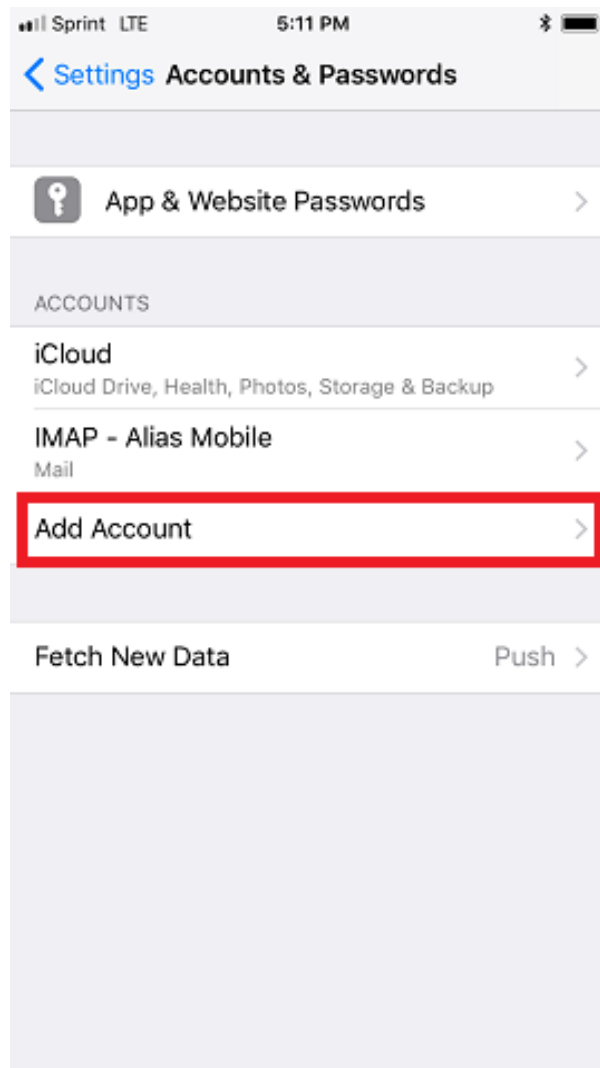To setup an Exchange email account on an iPhone or iPad take the following steps:
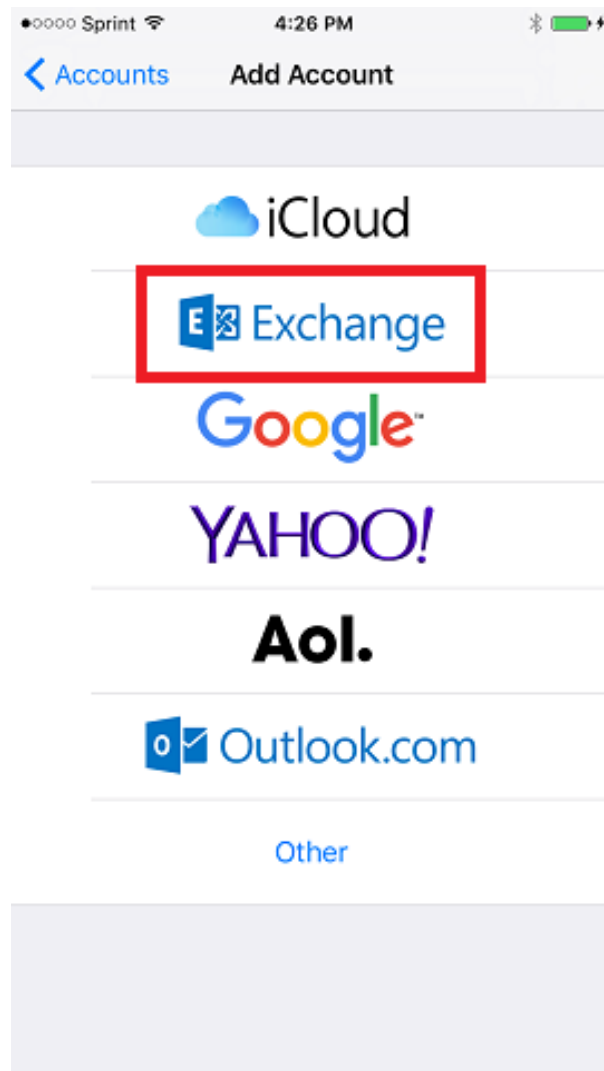
1. From the Home screen tap **Settings**.

2. Scroll down and tap **Accounts & Passwords** (**Passwords & Accounts** in iOS 12).
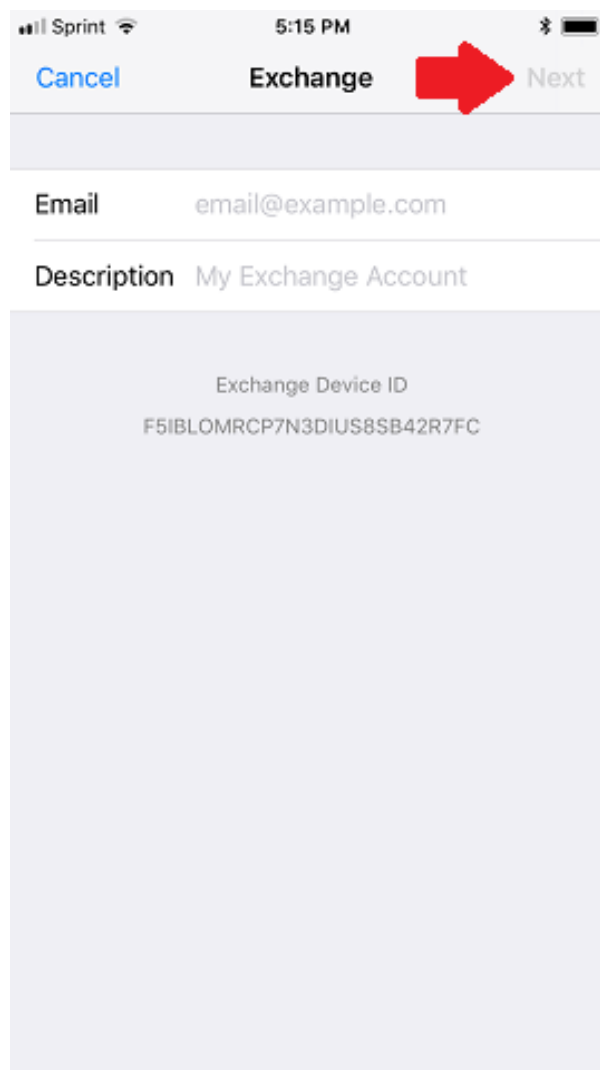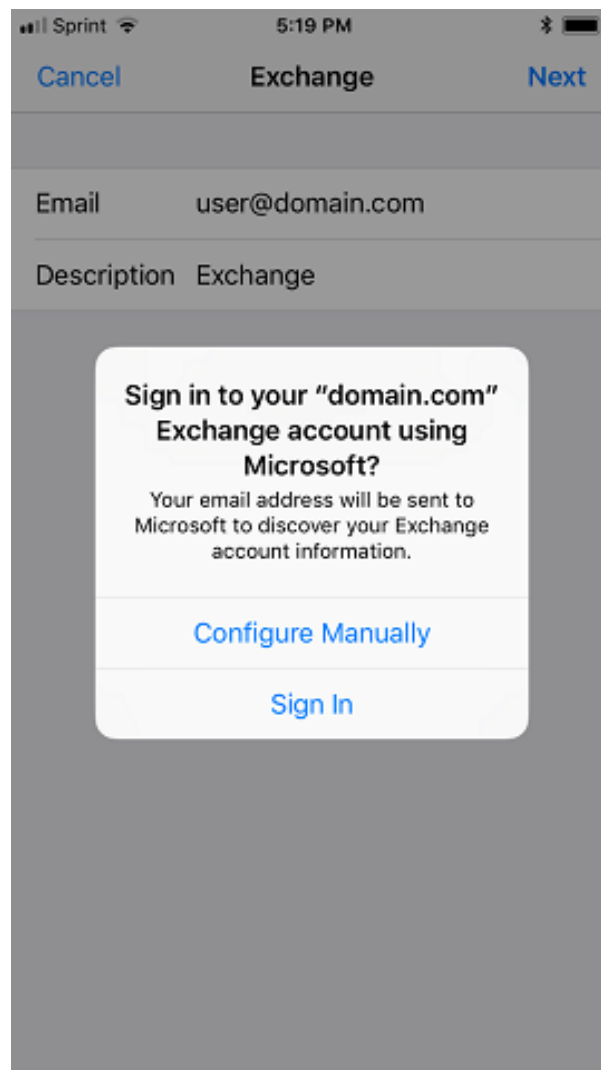
3. Tap **Add Account**.

4. Tap **Exchange**.

5. Type in the **Email** address and account **description** (optional) then tap **Next**. Note: The description labels the account on the device and is not visible to anyone else.

6. Tap **Configure Manually** on the prompt that appears:
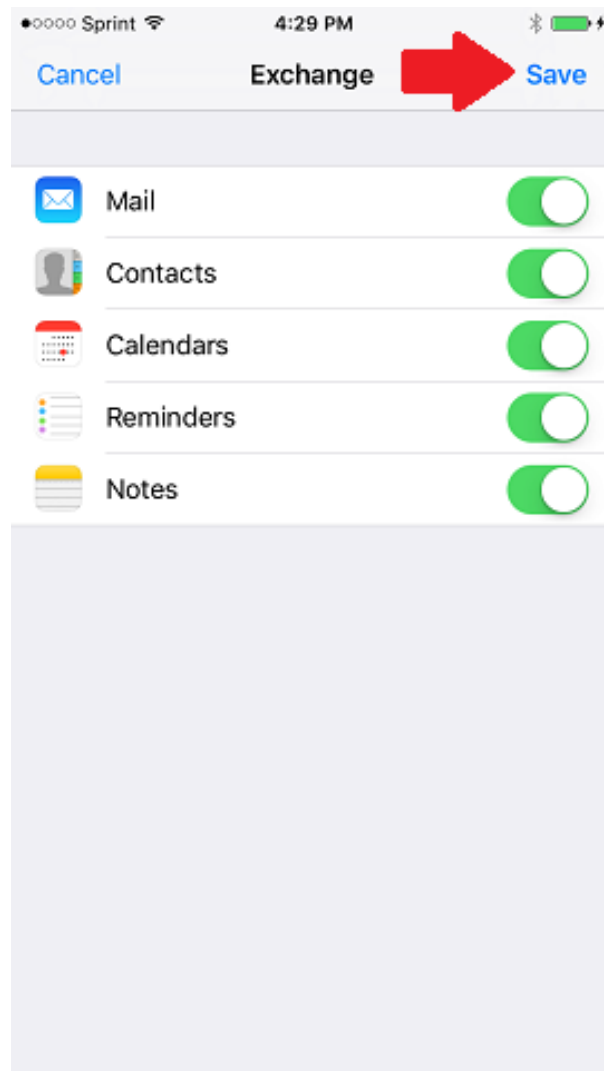
7. Enter the settings shown below.

8. Choose the Exchange services to synchronize. If prompted, tap **Keep on My iPhone**.

Note that other types of iOS devices will display similar confirmation notices.
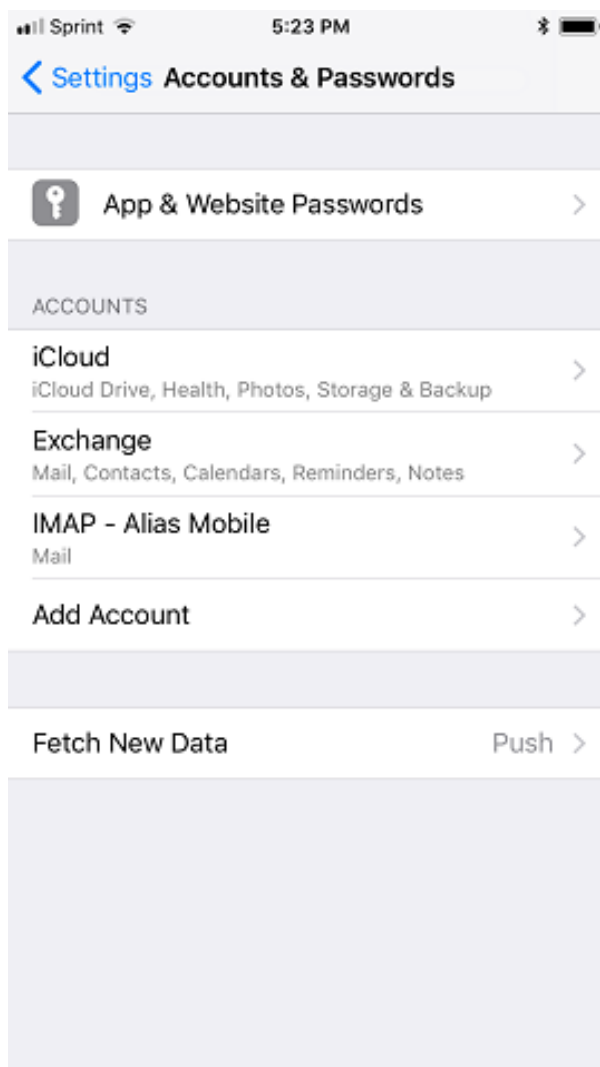
If data is stored in the device's local address book or calendar these options are turned OFF by default. Synchronization of these services can be enabled, but a pop-up window will appear prompting whether to keep or delete the local data. Unless you are sure you don't need this information, the **Keep on My iPhone** option should be chosen.

9. Tap **Save**.

10. The account is now added! Email should appear in the Mail app within a few minutes. Please allow some time for all synchronized data to download.

For any further details or technical support contact Territory Technology Solutions on 08 8944 2222 or support@techsolutions.com.au