

MANAGING EMAIL ACCOUNTS ON A MOBILE DEVICE

This document walks you through adding your Northwest University mailbox to a mobile device, such as an iPhone or iPad. Supplemental videos are available online: <https://eagle.northwestu.edu/smartphone/>.

If your employee mailbox was recently migrated to Microsoft 365 and you had previously set up your mailbox on your device, you will need to remove and re-add your account.

REMOVE EMAIL ACCOUNT FROM IOS

1. Open the **Settings** app, scroll down, and then tap on **Passwords & Accounts**.
2. Tap on the account you wish to remove (in this case, named “NU”), and then tap **Delete Account** at the bottom of the screen.
3. When prompted, tap **Delete from My iPhone** (or iPad).
4. The account will be removed from your iPhone or iPad, and you can close the **Settings** app.

ADD EMAIL ACCOUNT TO IOS

1. Open the **Settings** app, scroll down, and then tap on **Passwords & Accounts**.
2. Tap **Add Account** at the bottom of the **Accounts** list, and then tap **Microsoft Exchange** as the account type.
3. Enter your full @northwestu.edu email address and give the account a **Description** (in this case, “NU”), and then tap **Next** at the top of the screen.
4. When prompted, tap **Sign In** and enter your password. Then tap the **Sign In** button.
5. Select which components of your NU mailbox you wish to be connected to the apps on your iPhone or iPad, and then tap **Save** at the top of the screen.
6. Close the **Settings** app, and your NU email will now be accessible within the **iOS Mail** app.

ADD EMAIL ACCOUNT TO THE OUTLOOK APP

1. Install the **Microsoft Outlook** app from the **App Store**, and then launch it on your device.
2. The first time you launch Outlook, it may find your existing accounts. In this case, tap the **Skip** button at the bottom of the screen.
3. You'll be taken to the **Add Account** screen. Enter your full @northwestu.edu email address and tap the **Add Account** button.
4. Enter your password and tap the **Sign In** button.
5. Tap the **Maybe Later** button if you're done adding accounts to the Outlook app.
6. When prompted, indicate your preferences for receiving Outlook notifications. If you choose to turn them on, you'll be prompted one more time to allow iOS notifications.
7. Your NU mailbox will now be accessible within the **Microsoft Outlook** app.

