How to Remove and then Add an Account in the iOS Outlook App for UA Email (for iPhones & iPads)

The Microsoft Outlook app is the recommended way to access your UA email and calendar on an iOS device. **ONLY FOLLOW THESE DIRECTIONS IF YOU'VE PREVIOUSLY USED THE OUTLOOK APP ON YOUR DEVICE.**

IMPORTANT: If you can't get to your email via the Outlook app, you can gain immediate access to your email by browsing to https://outlook.office365.com and logging in with your mybamausername@ua.edu and mybama password.
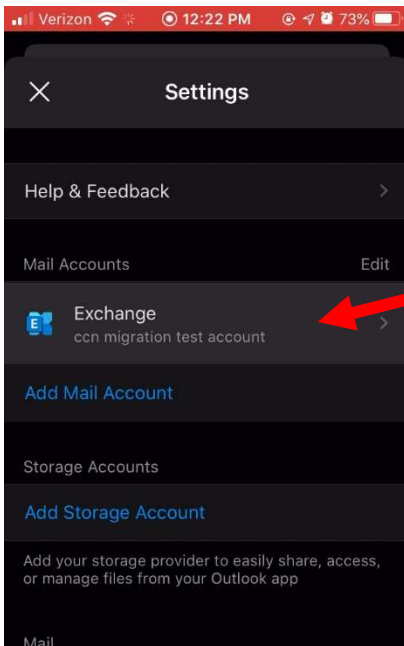
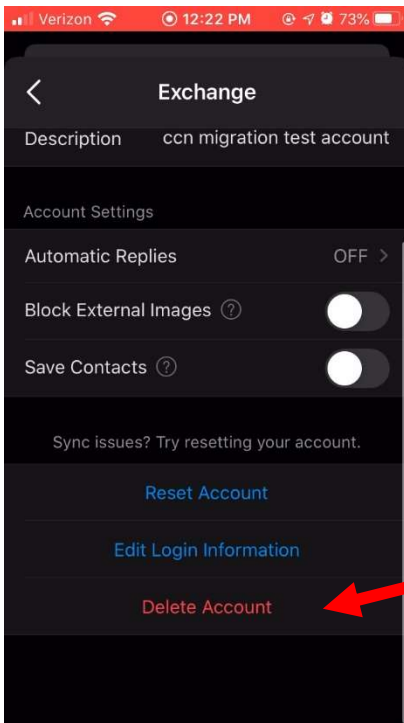1. On your mobile device, open the Outlook app

2. Click on the button in the top left corner and then click on the gear icon in the bottom left corner.
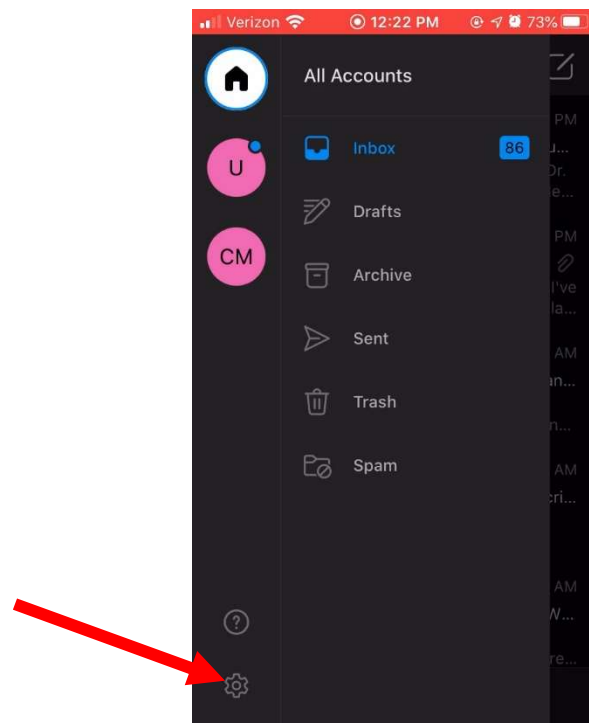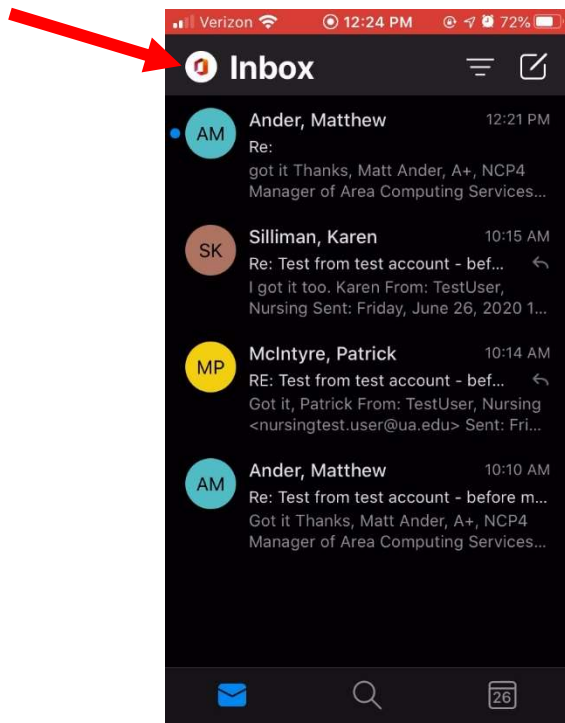
3. Tap on the UA CCN Email account that's currently configured in the app. This may be titled Exchange or UA Email or CCN Email or Work Email


4. Tap on the "DELETE ACCOUNT" option at the bottom of the screen

5. If asked to confirm deletion, please confirm. If asked to "Delete from this device" or "Delete from all mobile devices", please choose "Delete from all mobile devices". If for some reason the account doesn't delete, please tap "DELETE ACCOUNT" again and choose "Delete from this device".
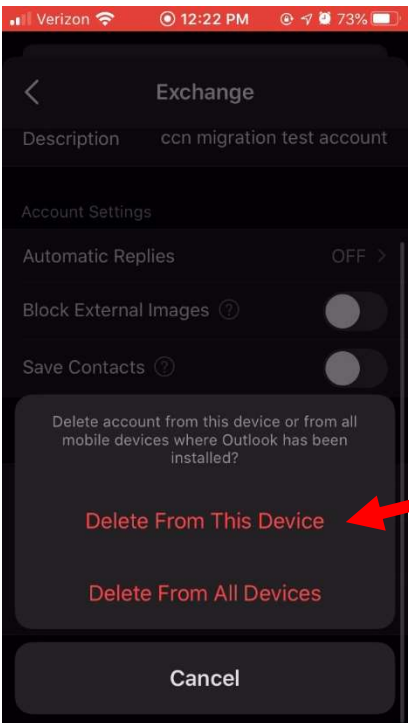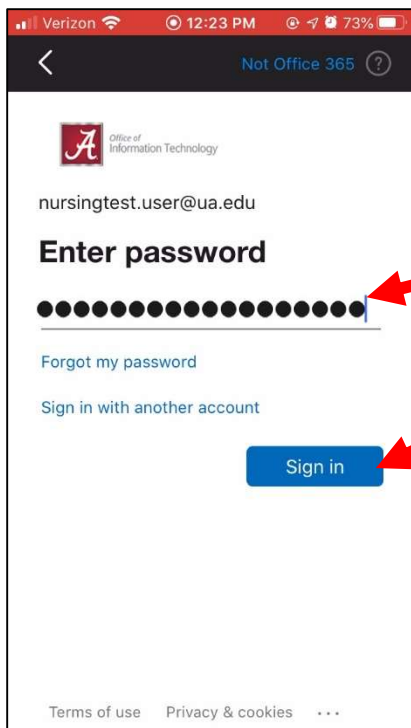

6. When the deletion finishes, the Get Started screen should appear. Tap **Get Started** to add your account.
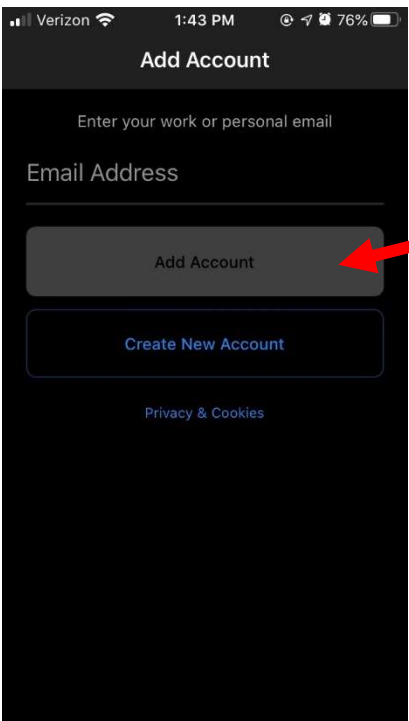
7. Enter your myBamausername@ua.edu email address and then tap **Add Account**. NO PASSWORD IS REQUIRED AT THIS POINT. **PLEASE MAKE SURE YOU'RE ENTERING YOUR MYBAMAUSERNAME@UA.EDU ACCOUNT**
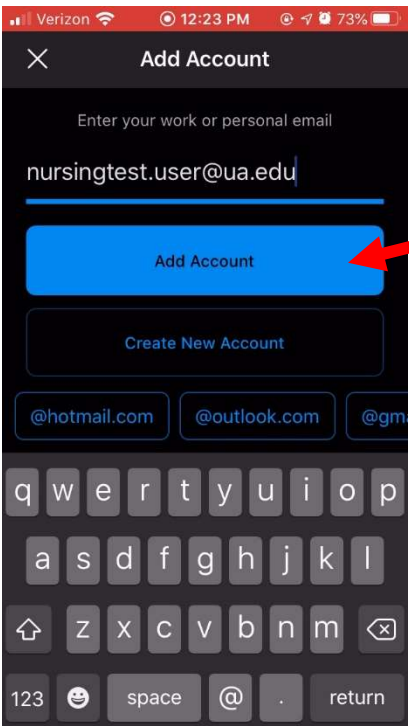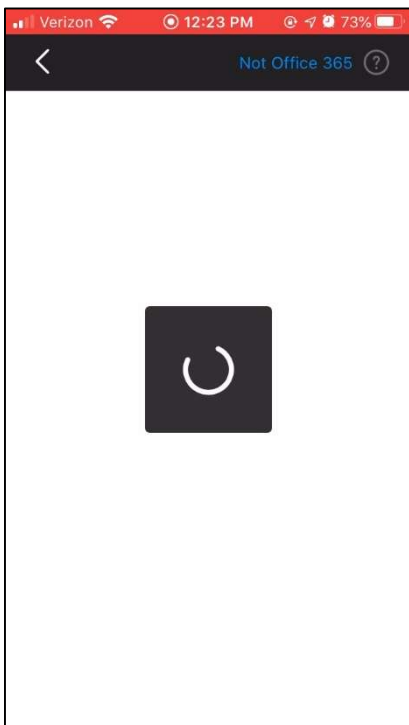

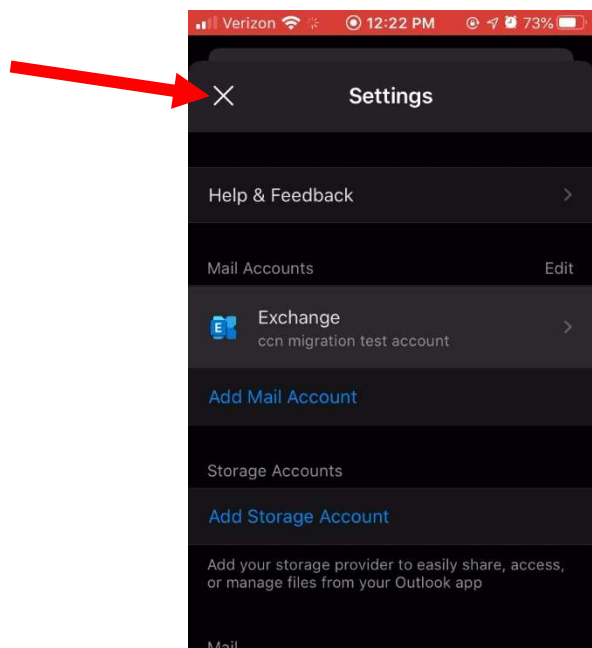8. Enter your myBama password on this screen

9. Click the **"Remember me for 30 days"** checkbox and choose the Duo authentication method you prefer. You should complete this like you do when logging into myBama.
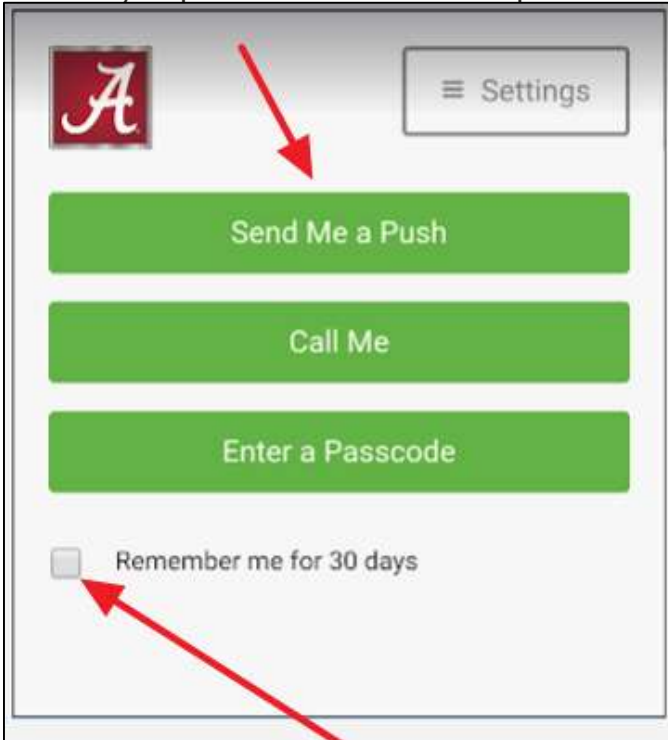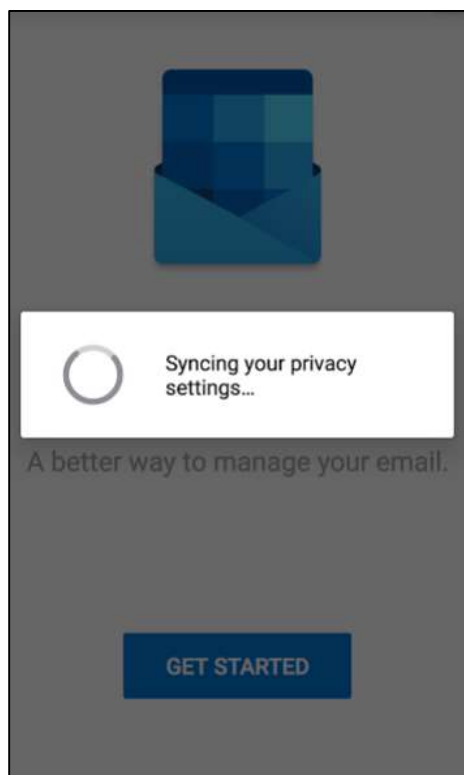

10. You may see the following screen while the app logs into your account

11. Click the "X" to exit the settings screen and return to your inbox

12. You may see the following screen while privacy settings are synced

13. Review the screens that describe the Focused Inbox, Calendar, and Attach Files features. Your mailbox is now set up, and emails will start to sync to your device.
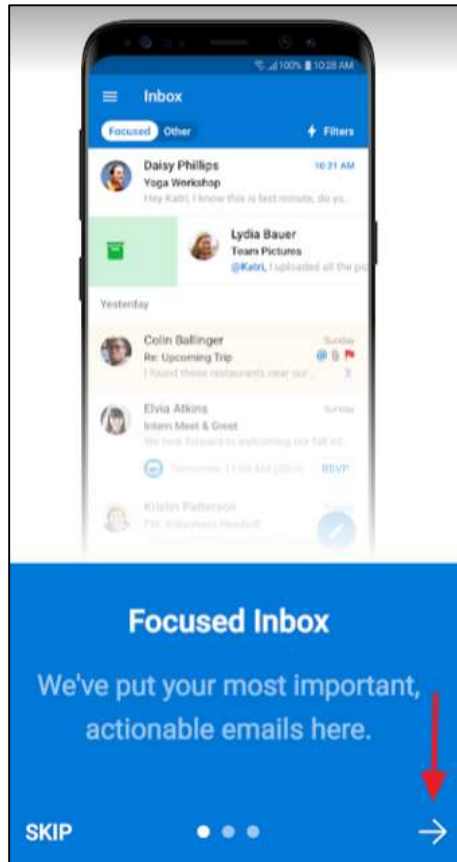
If after following the above steps, you have any issues, please contact the OIT Helpdesk at (205) 348-5555. Matt and Patrick are focusing on desktop support and the OIT Helpdesk will provide quick support for mobile devices.

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