



## Use Office 365 email with multi-factor authentication in Apple Mail iOS mobile application

This guide is aimed at users of iOS devices who want to setup an Office 365 Exchange account for use with their native email and calendaring apps, following the set-up of multi-factor authentication. If you already have an O365 Exchange account set-up you must remove and then re-add it following the steps below.

Depending on when your local mail profile was set-up will determine how the application behaves when introduced to an account with multi-factor authentication.

If the account was previously created using Microsoft Exchange, then complete the following steps:

1. When the Oxford Single Sign-On page appears enter your Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](#) (where abcd1234 is your existing SSO username).
2. The Oxford Single Sign-On password page appears. Enter your **Single Sign-On password**
3. You will be prompted for your multi-factor authentication method. Complete your multi-factor process

If the account was not set up using Microsoft Exchange, on iOS version 10 (or earlier) it will not operate as intended. You will need to remove the mail account and add it back onto your device.

However, if you are still operating on an older version, that doesn't support multi-factor authentication, then you will require an App Password. For support with App Passwords, please see the [current guidance](#).

## Remove your existing mail account

Follow the steps below to remove your account and then add the account back onto your device.

1. Open your iOS device, open the Settings page
2. Dependent on your version of iOS Click **Passwords & Accounts (older version)** or **Mail > Accounts (newer version)**
3. Click Exchange (or the name of your Nexus365/O365 Oxford account)
4. Scroll to the bottom of the page. Click **Delete Account**
5. You will be prompted to confirm the deletion.

**Note: Although the data is being removed from your phone, your mail, contacts, calendars, reminders and notes are saved to your O365 account and will be synched back to your phone when you re-add the account.**

6. Wait for the deletion to complete (this may take some time). When you return to your accounts your Exchange account will have been removed from your iOS device



## Adding an Office 365 email account to a mail client on an iOS device with multi-factor authentication

1. Open your iOS device, open the Settings page
2. Dependent on your version of iOS Click **Passwords & Accounts (older version)** or **Mail>Accounts (newer version)**
3. Click **Add Account**
4. Choose **Exchange** as the account type
5. The Apple Mail client asks you to enter 'Email' and 'Description' In the Email field enter your Oxford Single Sign-On username. Your username will need to be entered as follows: [abcd1234@OX.AC.UK](mailto:abcd1234@OX.AC.UK) (where abcd1234 is your existing SSO username).
6. In the description field, enter information that helps you identify this is your Nexus365 account. If you leave it blank it will automatically be populated with 'Exchange'.
7. Click **Sign In**
8. The Oxford Single Sign-On password page appears. Enter your **Single Sign-On password**
9. You will be prompted for your multi-factor authentication method. Complete your multi-factor process
10. You may be prompted to confirm permissions needed by the App.
11. A message will appear asking if you approve the sign-in. Click **Approve**

**Note: If your iOS version is older than 12.3.1 and you have selected 'Receive notifications for verification' as part of the Microsoft Authenticator App, the approve sign in step above will not work. Instead, you will have to choose to 'Sign in another way'. Following that, select 'Use a verification code from my mobile app'. Open the Microsoft Authenticator App and make a note of the code. Select 'Verify' and enter the code.**

**If your iOS version is 12.3.1 or newer, then the notification will come through to the Microsoft Authenticator App. Click 'Approve' and the process is complete.**

12. Choose which options you want to use with the account such as Mail, Contacts, Calendars etc.
13. Click **Done**

Office365 email is now available on your iOS device