

# Email Configuration for personal iPhone and iPad

## Apple iPhone / Ipad Configuration Guide for STHK (Office 365) Email

When setting up your personal device for access to the Trust Email System you will be prompted to enter a passcode on your device. This is to protect the information contained on the device.

**Please note:**



- You will be prompted to change your Passcode every 90 days.
- After 10 consecutive failed Passcode attempts the device will be remotely wiped. This also includes any personal data stored on the device. For this reason it is strongly recommended that you regularly backup your device on your PC at home using the iTunes Backup Facility.

Follow the steps given below to configure your iPhone for access to SHK (Office 365) Mail:

**1**

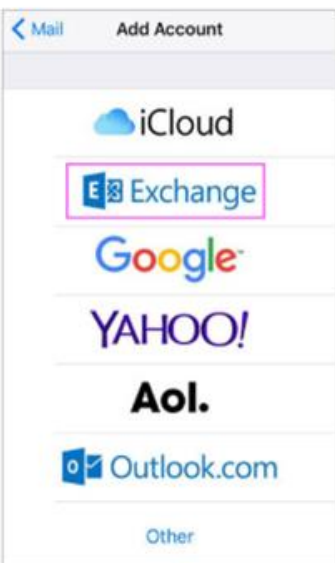
Go to your iPhone or iPad's **Settings** > scroll down and tap **Accounts & Passwords** > **Add Account**.

**Note:** If you're on iOS 10, go to **Mail** > **Accounts** > **Add Account**.

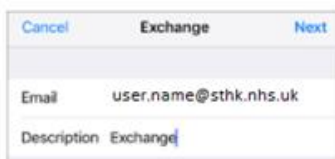
**2**

Select **Exchange**.

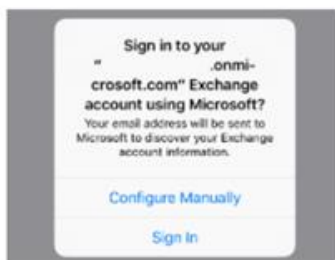


**3**

Enter your full trust email address and a description of your account, then click Next



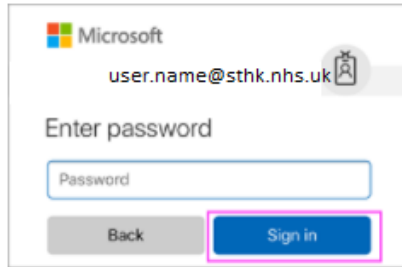
Tap **Sign In**.



**Note:** Tap **Configure manually** if you need to enter server settings.

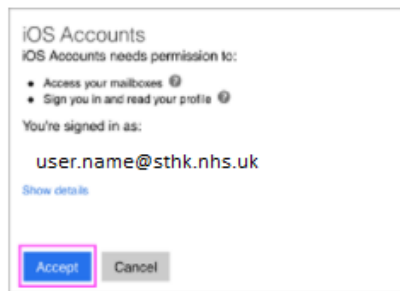
4

Enter the password associated with your email account. Tap **Sign in** or **Next**.



5

The Mail app may request certain permissions. Tap **Accept**.



6

Choose the services you want to sync with your iOS device and tap **Save**. You're done!



If all details have been entered correctly then you will be asked to accept policy changes to your device and – depending on the last time you changed your passcode (or if you didn't previously have one) – you may be asked to set a new passcode.

Press the Home Button you will now be able to access your email via the mail icon on the home screen. Please note that this can take a few minutes to synchronise.

## Password changes

Every 12 months your password on your workstation expires and you are forced to enter a new one for security purposes. When this happens, your device will no longer be able to connect to the mail servers, so it will prompt you for the new password next time you access your inbox on your device. If you do miss this prompt for whatever reason, please follow the instructions below.

- Touch the **Settings** app on your iPhone and then select either **Accounts** or **Mail, Contacts, Calendars** (depending on your iOS version)
  - Under the Accounts heading select the **SHK Exchange account**. Under the Exchange account information tap on your email address. Scroll down to the password field. Tap on it and delete the password.
  - Enter your new Password and tap **Done** then tap **Mail** (Top Left) and then tap **Settings** (Top Left)