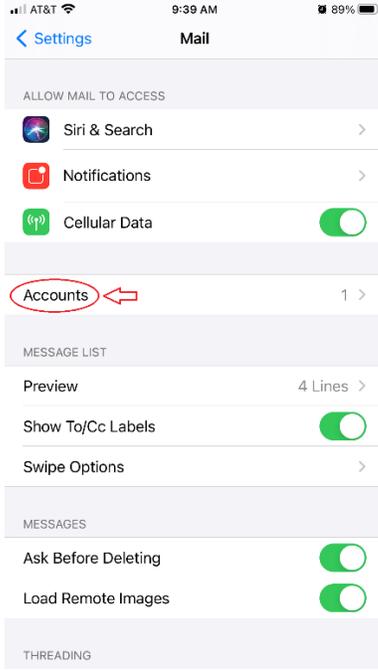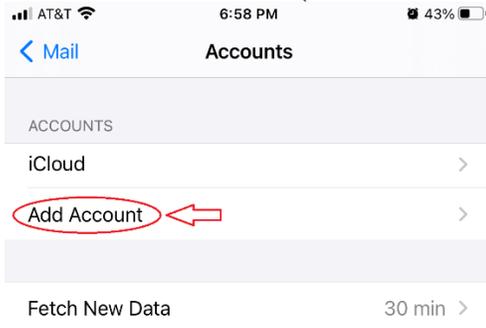# How to configure O365 mail using an iPhone default mail app

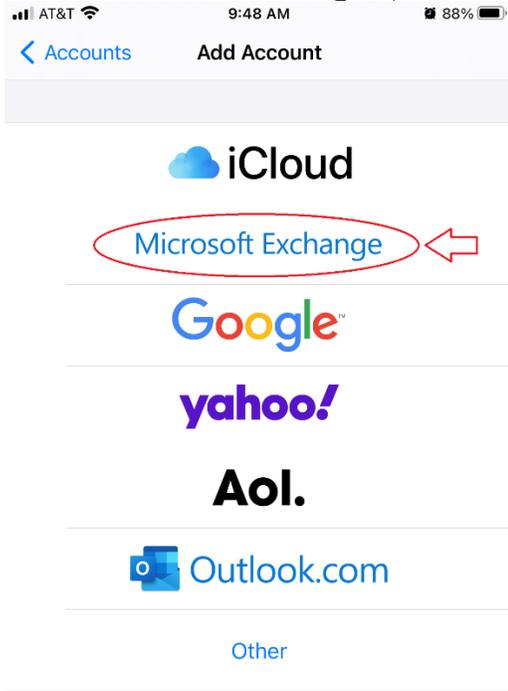1. Open the Settings app.
2. Select "Mail".
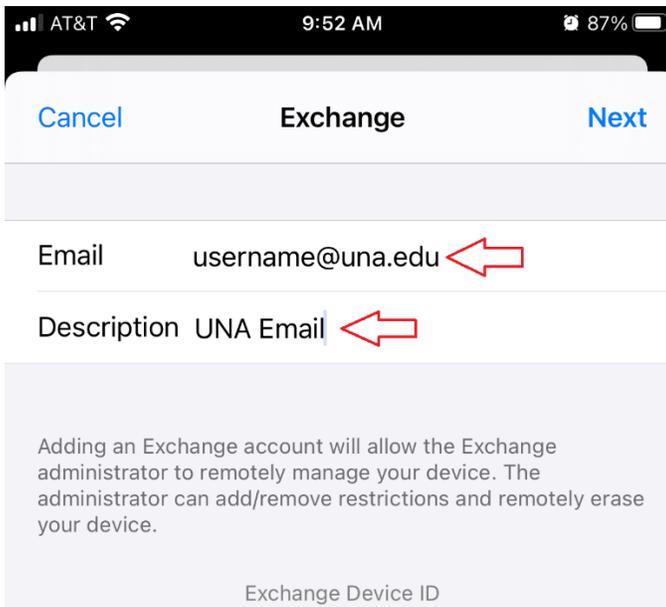3. Select "Accounts" (see screenshot below).
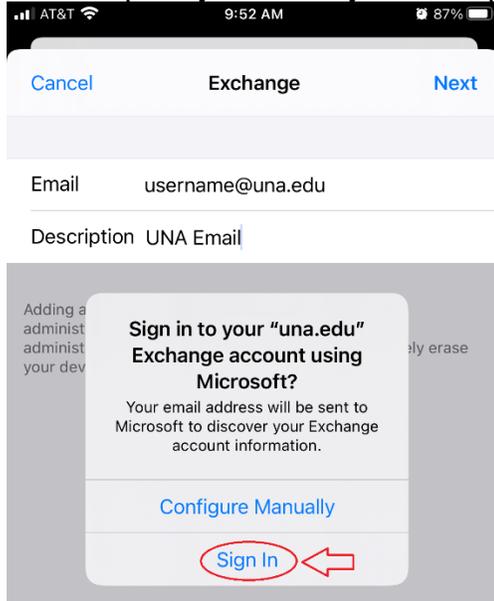

4. Select "Add Account" (see screenshot below).

5. Select "Microsoft Exchange" (see screenshot below).

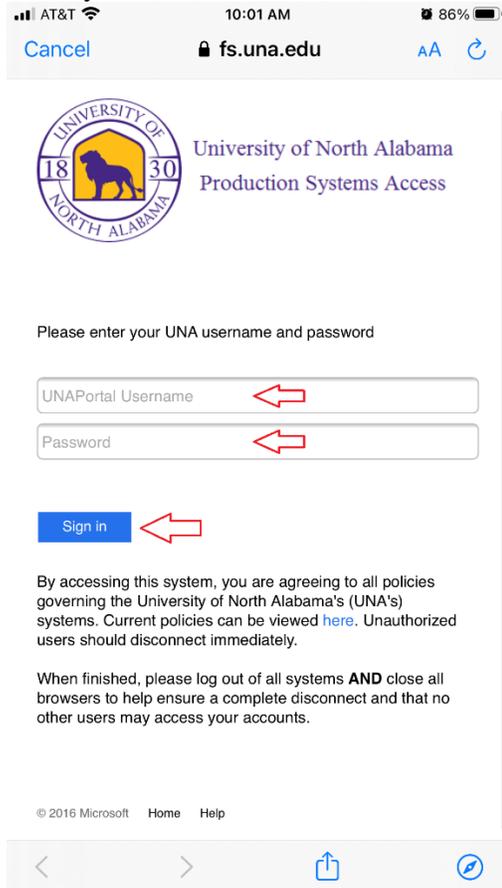6. Enter **your** full UNA e-mail address and a description (see screenshot below) and select "Next".

7. Select "Sign In" and "Next (see screenshot below). Do not select "Configure Manually" unless explicitly directed by UNA IT personnel.

8. Enter your UNA credentials and select "Sign In" (see screenshot below).

9. After entering your credentials, the account should be added and available.

Additional steps and Troubleshooting

Blocked access:

> If, after adding your account, you receive/see an e-mail noting your account has been blocked and no e-mails are synced, your wireless network may be blocking the initial connection due to an improper device configuration. To correct this issue, turn off all WiFi settings while enabling a cellular connection only. Next, delete the previously added account. Then, repeat the steps to add the account again. Once the account is added properly, re-enable WiFi settings.

Multi-factor authentication (MFA):

> If MFA is enabled for your account, after entering your credentials, you will be prompted to provide additional factors to authenticate your account (such as a Push notification). See the UNA IT Services website (www.una.edu/its) and click on the link for "Duo" for more information about setting up your device to accept MFA notifications.