



EXCHANGE EMAIL MIGRATION

Reconfigure KU email on mobile devices

IOS INSTRUCTIONS – NATIVE MAIL APP

First: Remove your existing account:

1. Open the **Settings** from your device.
2. Select **Accounts & Passwords**.
3. Select your **KU account**.
4. Select **Delete Account**.
5. Choose **Delete** again.

Second: Re-add your account:

1. Open **Settings** from your mobile device.
2. Select **Accounts & Passwords**.
3. Choose **Add Account**.
4. Select **Exchange**.

5. Enter your **KU Online ID** followed by **@home.ku.edu** (ex. *a123b456@home.ku.edu*)
6. Add a description for your account (ex. *KU Email*).
7. Select **Next**.
8. Select **Sign In**.
9. Select **Work or school account** if prompted.
10. At the KU log in screen, enter your **KU Online ID** and **password**.
11. Authenticate using Duo if applicable.
12. Choose the services you want to sync.
13. Select **Save**.

ANDROID INSTRUCTIONS – NATIVE MAIL APP

First: Remove your existing account

1. Open the **Settings** from your device.
2. Select **General**.
3. Select **Accounts**.
4. Select your **KU account**.
5. Select **Remove Account**.

Second: Re-add your account:

1. Open **Settings** from your mobile device.
2. Select **General**.
3. Choose **Accounts**.
4. Choose **Add account**.
5. Select **Exchange**.

5. Enter your **KU Online ID** followed by **@home.ku.edu** (ex. *a123b456@home.ku.edu*).
6. Choose Sign In.
7. Select **Work or school account** if prompted.
Note: You may be prompted with this message if you created a Microsoft account using your KU email address.
8. At the KU Log in screen, log in using your **KU Online ID** and **password**.
9. Authenticate with Duo if applicable.
10. Follow any prompts you may get for security or device permissions, sync settings, etc.



EXCHANGE EMAIL MIGRATION


Update account information in Outlook app

IOS INSTRUCTIONS – OUTLOOK APP

First: Remove your existing account:

1. Open the **Outlook** mobile app from your device.
2. Select **your photo** from the upper left-hand corner.



3. Select the **settings icon** .
4. Tap on your **KU account**.
5. Select **Delete Account**.



Second: Re-add your account:



1. **Skip** adding additional accounts if prompted.
2. Enter your **KU email address**.
3. Choose **Add Account**.



4. At the KU log in screen, enter your **KU Online ID** and **password**.
5. Authenticate using Duo if applicable.
6. Optionally skip or add more accounts.

ANDROID INSTRUCTIONS – OUTLOOK APP

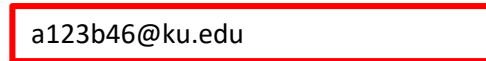
First: Remove your existing account

1. Open the Outlook mobile app from your device.
2. Select the **hamburger menu**  from the upper left-hand corner.
3. Select the **settings icon** .
4. Tap on your **KU account**.
5. Select **Delete Account**.



Second: Re-add your account:

1. Select **Get Started**
2. Select **Skip** if prompted.
3. Select or enter your **KU email address**.
4. Choose **Continue**.



5. At the KU log in screen, enter your **KU Online ID** and **password**.
6. Authenticate using Duo if applicable.
7. Optionally skip or add more accounts.