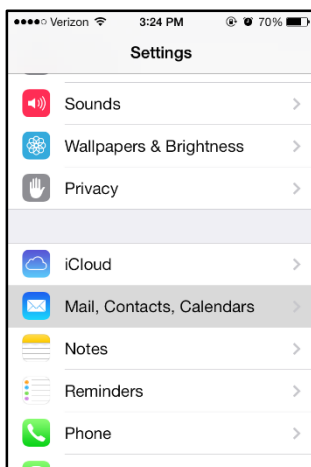


iPhone Post Migration Process

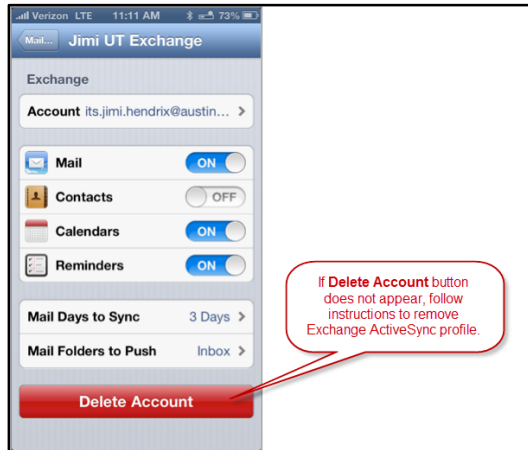
1. During the migration, the iPhone and/or iPad will stay connected to your mailbox. Once the mailbox move reaches its completing state, the iPhone will generate an error stating that it cannot receive mail:



2. Once this message is received, click the **Settings** button, which will take you directly to the email settings page for that account.



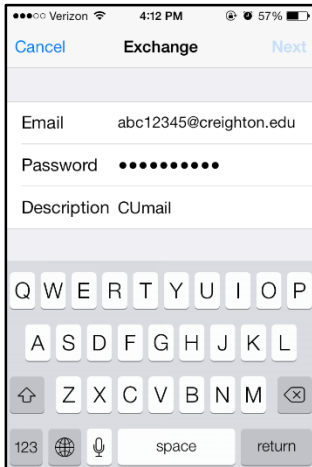
3. Next, select **Delete Account** and confirm. This removes the email account from the phone.



4. If the red **Delete Account** button above does not appear, you have an Exchange ActiveSync configuration profile installed on your device. Press the **Home** button, launch the **Settings** app, tap **General**, scroll down and tap on **Profiles**, tap the **Exchange ActiveSync profile**, then tap the red **Remove** button. Tap **Remove** to confirm, then continue following the steps below.
5. Now that the account is deleted, it may be re-added. Close the **mail app** completely before proceeding.

Note: To fully close the mail app, use the switcher bar (press home button twice), hold down one of the icons until it starts “shaking,” and then click the red X next to the Mail app. If your iPhone or iPad is on an older version of iOS which does not support switching, reboot the device before proceeding.

6. Begin by going back to your **Settings** button, which will take you directly to the email settings page for that account.
7. Click on **Add Account** to your iPhone or iPad, select **Exchange** from your options.
8. Type in your email address, password, and description. This should be: NetID@creighton.edu Next add your password that you had for your email, and for description it should say: Cumail



9. When you select **Next**, your email configuration will be automatically configured and the information you provided will be checked off.

Note: If email configuration is not automatic, enter **outlook.office365.com** for the Server, leave the Domain **blank**, enter **your email address** for the Username and tap **Next**. Then select the desired services and choose **Save**.

10. Your email account is now set up. Should you have any further problems, please contact our DoIT Support Team at 402-280-1111, option 2.

