

Set up email on Apple iPhone, iPad, and iPod Touch

You can connect to your Office 365 or other Exchange-based email using the email app that is installed on your Apple iPhone, iPad, or iPod Touch. When you connect to your account using the Microsoft Exchange method, you'll be able to access and synchronize your email, calendar, and contacts. If you only want to use email, you can set up email using POP or IMAP.

NOTE If you have an Office 365 email account, you can also access your email, calendar, and contacts using the OWA for iPhone and OWA for iPad mobile apps. You can install those apps from the Apple App Store. To learn more, see [OWA for iPad and OWA for iPhone](#).

NOTE If you have an Office 365 email account see [Use Office 365 on your iPhone or iPad](#) for information about how to use Office 365 on your phone or tablet.

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Set up Exchange email on an Apple iPhone, iPad, or iPod Touch

1. If this is the first email account on your iPhone, tap **Mail**. Otherwise, tap **Settings** > **Mail, Contacts, Calendars** > **Add Account**.
2. Tap **Settings** > **Mail, Contacts, Calendars** > **Add Account**.
3. Tap **Microsoft Exchange**.
4. You don't need to type anything in the **Domain** box. Type the information requested in the **Email**, **Username**, and **Password** boxes. You need to type your full email address in the **Email** and **Username** boxes (for example, tony@contoso.com).
5. Tap **Next** on the upper-right corner of the screen. Your mail program will try to find the settings it needs to set up your account. Go to step 8 if your mail program finds your settings.
6. If your iPhone can't find your settings, you'll need to manually look up your [Exchange ActiveSync](#) server name. If you're connecting to your Office 365 email, use **outlook.office365.com** for your server name. If you are not using Office 365, see [Find your ActiveSync server name](#) later in this article.
7. In the **Server** box, enter your server name, and then tap **Next**.
8. Choose the type of information you want to synchronize between your account and your device, and then touch **Save**. By default, Mail, Contacts, and Calendar information are synchronized.


9. If you're prompted to create a passcode, tap **Continue** and type a numeric passcode. If you don't set up a passcode, you can't view your email account on your iPhone. You can set up a passcode later your iPhone settings.

Find your Exchange ActiveSync server name

If your email program isn't able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Office 365 email, use **outlook.office365.com** as your Exchange ActiveSync server name.

If you're connecting to an Exchange mailbox, but aren't using Office 365, or if you aren't sure if you're using Office 365, follow these steps to look up your Exchange ActiveSync server name.

1. Sign in to your account using Outlook Web App. For help signing in, see [Sign in to Outlook Web App](#).
 2. If you're connecting to an Exchange mailbox, but aren't using Office 365, your Exchange ActiveSync server name is contained in address bar in your browser when you are signed in to Outlook Web app - - but without the leading **https://** and without the trailing **/owa**. For example, if the address you use to access Outlook Web App is <https://mail.contoso.com/owa>, your Exchange ActiveSync server name is **mail.contoso.com**.
 3. If you're unable to connect to your mailbox using the information earlier in this section, you can try the server name value that displays in Outlook Web App options.
1. In Outlook Web App, from the toolbar, click Settings  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.

NOTE Although you're not setting up a POP3 or IMAP account, you'll use the POP server name to determine your [Exchange ActiveSync](#) server name.

2. Under **POP setting**, look at the value for **Server name**.
- If the **Server name** value is **outlook.office365.com**, your account is an Office 365 account, and you can use **outlook.office365.com** as your Exchange ActiveSync server name.
 - If the **Server name** value is not outlook.office365.com, you can try using the server name listed on your options page. For example, if the server name is mail.contoso.com, try using mail.contoso.com as your Exchange server name.

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Set up POP or IMAP email on an Apple iPhone, iPad, or iPod Touch

1. If this is the first email account on your iPhone, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**.
2. Tap **Other**.
3. Tap in the **Name** box and type your full name.
4. Tap in the **Address** box and type your full email address (for example, tony@contoso.com).
5. Tap in the **Password** box and type your password.
6. Tap **Save**.
7. Tap either **IMAP** or **POP**. We recommend IMAP because it supports more features.
8. Under **Incoming Mail Server**, in the **Host Name**, box, type your incoming server name. If you're connecting to your Office 365 email, the IMAP or POP server name is **outlook.office365.com**. If you're not using Office 365, see [Find your POP and IMAP server settings](#) later in this article.
9. Enter your user name (for example, tony@contoso.com) and your password.
10. Under **Outgoing Mail Server Host Name**, enter your outgoing server name. If you're connecting to your Office 365 email, the SMTP server name is **smtp.office365.com**. If you're not using Office 365, see [Find your POP and IMAP server settings](#) later in this article.
11. Enter your user name and password.
12. Tap **Save**.

Find your POP and IMAP server settings

If you're connecting to your Office 365 email, the server name for IMAP and POP is **outlook.office365.com** and the server name for SMTP is **smtp.office365.com**.

If you're connecting to an Exchange mailbox and not using Office 365 email, or if you aren't sure if you're using Office 365, do the following to look up your settings.

1. Sign in to your account using Outlook Web App. For help signing in, see [Sign in to Outlook Web App](#).
2. In Outlook Web App, on the toolbar, select **Settings**  **> Options > Account > My account > Settings for POP and IMAP access**.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP Access** page under **POP setting** or **IMAP setting**, and **SMTP setting**.

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What else do I need to know?

- If your email account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Outlook Web App. After you sign in to your account, sign out. Then try to connect using your mobile phone. For more information about how to sign in to your account using Outlook Web App, see [Sign In to Outlook Web App](#).
- If you're prompted to create a passcode and don't create one, you won't be able to send and receive email.
- If you see **Not available** under **POP setting**, **IMAP setting**, and **SMTP setting**, you may need to contact the person that manages your email account to determine your Exchange ActiveSync server name.