

Mobile Device M365 and Email Reconfiguration Guide

Reconfiguring Outlook and built-in mail apps on iOS and Android · After the M365 tenant migration

Most phones reconnect on their own after the migration. Use this guide only if mail has stopped arriving, or an app keeps asking you to sign in. The fix in every case is the same: remove the old account from the app, then add it back.

Before you begin

- **Your email address and password have not changed.** Have your usual SAU password ready.
- Set up Microsoft Authenticator for the new system first. See the Authenticator guide.
- Make sure the device is connected to the Internet.

iOS: Microsoft Outlook app

1. Open Outlook and tap your profile picture.
2. Select **Settings**.
3. Choose the old work account.
4. Tap **Delete Account**. This removes the account from the app only; your mail is safe on the server.
5. Close and reopen Outlook.
6. Select **Add Account** and enter your SAU email address.
7. Complete the Microsoft sign-in and approve in Authenticator.
8. Verify email, calendar, and contacts synchronize.

iOS: built-in Apple Mail

1. Open **Settings > Apps > Mail > Mail Accounts**.
2. Select the old Exchange account.
3. Tap **Delete Account**.
4. Choose **Add Account > Microsoft Exchange**.
5. Enter your SAU email address.
6. Sign in with your usual SAU password.
7. Approve in Authenticator and save the account.

Android: Microsoft Outlook app

1. Open Outlook and tap the profile icon.
2. Select **Settings**.
3. Choose the old work account.
4. Tap **Delete Account**.
5. Reopen Outlook and select **Add Account**.
6. Enter your SAU email address.
7. Complete the Microsoft sign-in and approve in Authenticator.
8. Verify synchronization.

Android: built-in email app

1. Open **Settings > Accounts**.
2. Select the old work account and remove it.

3. Choose **Add Account**.
4. Select **Exchange** or **Microsoft 365**.
5. Enter your SAU email address.
6. Complete the Microsoft sign-in and approve in Authenticator.
7. Verify mail synchronization.

Common issues

- **Password prompts continue:** remove the account from the app and add it back.
- **MFA fails:** make sure Authenticator is set up for the new system. See the Authenticator guide.
- **Mailbox does not sync:** check your network connection. If it persists, contact the help desk.
- **Account already exists:** remove the old account from the phone's device settings, then add it again.
- **Calendar or contacts missing:** open the account's sync settings and enable calendar and contacts.

Need Help?

Contact the IT Help Desk: **563-333-6368** · ITSupport@sau.edu · <https://zendesk.sau.edu>