Configuring Exchange Online MAPI Email
On your iPhone or iPad

This document describes the process of configuring an iPhone for TJU Microsoft Exchange Online MAPI email. These instructions have been written based upon the iPhone iOS 5.0 user interface and settings.

1) Select the **Settings** icon from the home screen.

2) Select **MAIL, Contact, Calendars** from the list of settings.

3) Select **Add Account** .....
4) From the *Add Account* screen select *Microsoft Exchange*.

![Add Account Screen](image1.png)

5) From the *Exchange* screen type in your account information.

- **Email**: Email address (first.last@jefferson.edu)
- **Domain**: Leave this field blank
- **Username**: campuskey@jefferson.edu (e.g. jxd001@jefferson.edu)
- **Password**: Your Jefferson password
- **Description**: Enter a brief description of this account (e.g. JeffMail Exchange)

![Exchange Screen](image2.png)
6) Select the **Next** button in the upper-right hand corner. The iPhone will attempt to verify your information with the Microsoft Exchange Online mail servers and finish the configuration.

   ![Exchange Setup](image)

   **NOTE:** If you are prompted for a **Server:** during the account verification process, enter `outlook.office365.com`.

7) Once the settings have been successfully verified, make sure both **Mail** and **Reminders** are set to **On** and select the **Save** button.

   ![Exchange Settings](image)

   Your Microsoft Exchange Online MAPI account is now complete. To test your new iPhone Exchange Online email:

8) Press the home button 📱.
9) Select the **Mail** icon and choose your new Jefferson Exchange Online MAPI account. Depending on the amount of emails you are syncing, it may take some time to download all of your messages to your device.

Emails should begin to synch with your iPhone. Depending on the amount of emails you have, synching may take some time.

**Increase or Decrease the Amount of Email Displayed on Your iPhone**
To increase or decrease the amount of email messages displayed in your Microsoft Exchange mail accounts (Inbox, personal folders, Sent, etc.) change the "Mail days to sync" for the account.

1) From the Home screen tap Settings > Mail, Contacts, Calendars. Select your Microsoft Exchange Online account.

2) Select the mail days to sync and select the number of days (No Limit, 1 day, 3 days, 1 week, 2 weeks, or 1 month).

---

**Removing the Old IMAP Email Account From Your iPhone**

Once you have successfully added the Microsoft Exchange Online MAPI email account to your iPhone, Jeff IT recommends that you remove the old IMAP JeffMail account from your phone.

**IMPORTANT:** Make sure that you have already added your new Microsoft Exchange Online MAPI email account to your iPhone **before** removing the old IMAP Jefferson account.
1) Select the **Settings** icon from the home screen.

2) Select **MAIL, Contact, Calendars** from the list of settings.

3) Choose your Jefferson IMAP account (most likely named *JeffMail* or *Jefferson*).

4) Click the **Delete Account** button. Your IMAP account is now removed.

**NOTE:** If you do not have the option to delete your IMAP Jefferson account, your account was most likely originally added by IS Customer Service Center and will need to be removed by following the instructions below:

1) Select the **Settings** icon.
2) Select the **General** menu item.

3) Scroll to the bottom of the screen and select **Profile**...

4) Select the **Jeff IT** profile.
5) From the Profile screen press **Remove**.

6) You will now be prompted for the profile password. Type “fayhn!” (without quotes).

7) You will next be prompted for your iPhone’s Passcode. This is the passcode you type to unlock the iPhone. Type the password and press **Done**.
8) Once the passcode has been entered correctly, the removal process will begin.

9) The Profile screen will be displayed. The old Jeff IT profile and Jefferson IMAP account have been removed from your phone. Press the button to return to the iPhone home screen.