# Updating Exchange Server Settings - iPhone/iPad

## PURPOSE

The Cloudnine Exchange migration to the Microsoft hosted environment should happen behind the scenes and iPhone/iPad users shouldn't need to do anything. However, if your emails are not arriving then you will need to follow the steps in this document to update the server settings for your Exchange account.

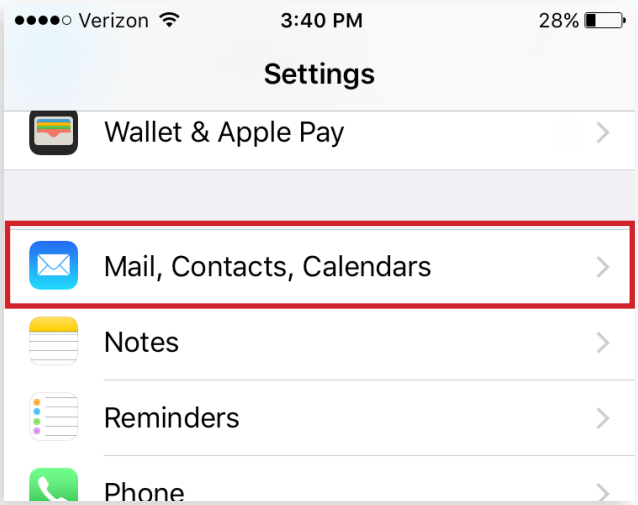
## DEFAULT MAIL APP

### STEP 1

Go to **Settings**.

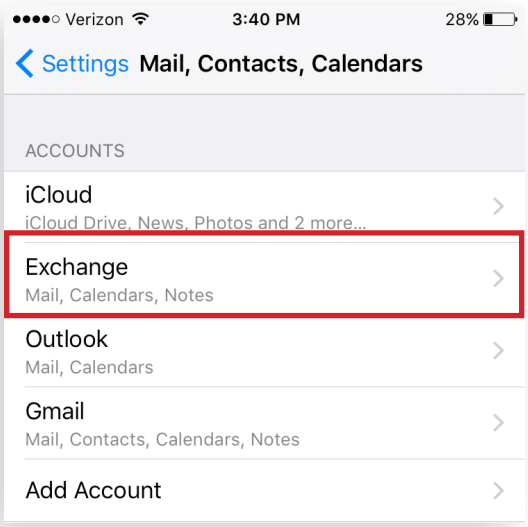
### STEP 2

Select **Mail, Contacts, Calendars**.



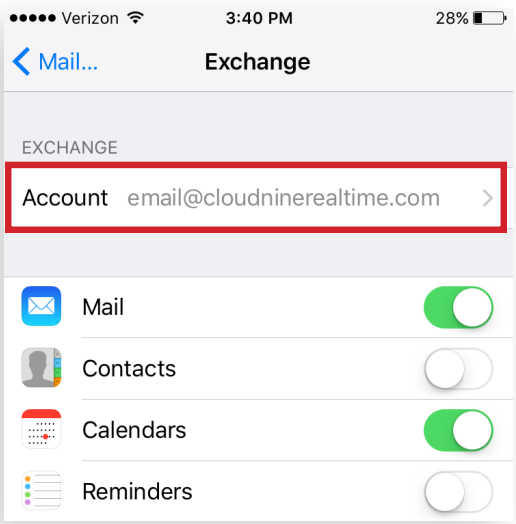
STEP 3

## Select Microsoft Exchange.



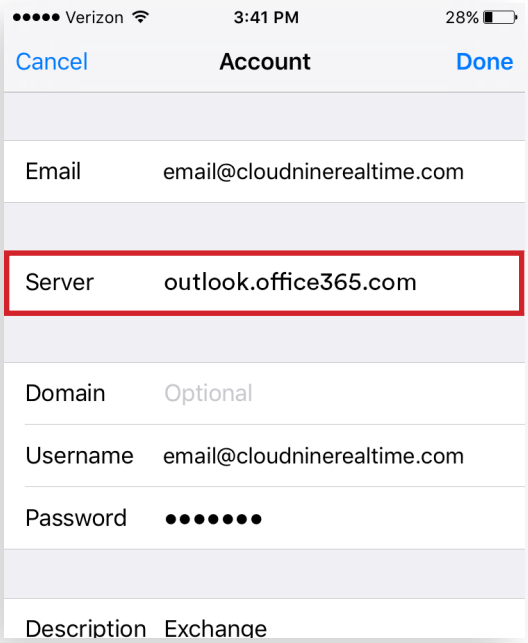

STEP 4

## Select your Exchange email account.



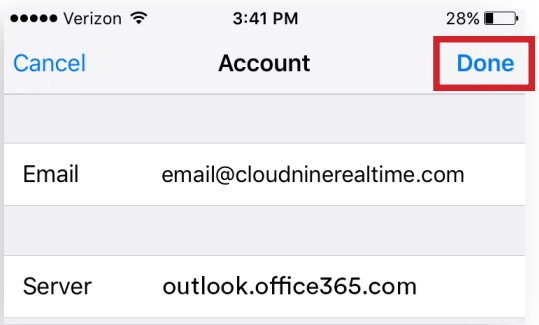
STEP 5

Change the Server field to “outlook.office365.com”.




STEP 6

Press **Done**.




If these steps do not work, then you will have to delete the account profile (click Delete Account in the Exchange account screen from step 4) from your mobile device and then recreate it (see the Phone Exchange Setup guide).

# OUTLOOK APP

If you are using the Outlook app for your email (instead of the default Mail app), then you will need to uninstall the app and then reinstall it. After reinstalling the Outlook app, add your email using the following settings:

- **Email:** your Exchange email address
- **Server:** outlook.office365.com
- **Domain:** leave blank
- **Username:** your Exchange email address
- **Password:** your Exchange email password

## End of Document