

New 365 Outlook Profile for Apple iOS Mobile

THIS DOCUMENT IS TO GUIDE YOU THROUGH THE STEPS TO CREATE A NEW OUTLOOK 365 PROFILE ON YOUR iOS MOBILE DEVICE (iPhone, iPad)

As we restore corporate email, we are transitioning to a cloud-based email system. This means your corporate email (ending in @K12.com) is migrating from an on-premise Exchange to an Exchange Online (Office 365) in the Cloud.

Every corporate user of an email ending in @K12.com (including employees, contractors, and teachers) must take action to create a new profile in Outlook (and optionally, your mobile device) in order to connect to corporate email. If you have a school email AND a @K12.com email, you must create a new Outlook profile for your @K12.com email.

Please ensure you have signed up for Multi-Factor Authentication (MFA) before creating your new Outlook profile.

Technical Support: A Zoom Room staffed by IT will be available 11/24/2020-11/25/2020, 9am – 8pm ET; Friday 11/27/2020, 11am-5pm ET; and 11/30/2020-12/4/2020, 9am-8pm. A live overview of how to set up your new Outlook profile will be provided at the top of each hour, and the remainder of the hour used to troubleshoot user setup issues: <https://k12.zoom.us/j/94684177507>

For additional support, please refer to the Outlook 365 FAQ document provided along with this guidance, or contact the IT Help Desk for assistance:

- School Users – K12rit.com
- Corporate Users – K12cit.com
- Phone: 855-512-4357 (8am – 8pm ET, Monday – Friday)

YOUR EMAIL: What You Need to Know Before You Proceed

- **It is essential that users sign up for Multi-Factor Authentication (MFA) before creating a new Outlook profile.**
- Please create your new Outlook Profile on your laptop/desktop before adding it to your mobile device.
- Once you have created your new Outlook profile, you will not immediately see email and other content from before November 16, 2020. Content prior to November 16 will appear in your account over the next three weeks, including emails, folders, and calendar data.
- Any Inbox rules used previously will need to be recreated
- Signatures will need to be recreated; please refer to the FAQ for guidance
- Out of Office Messages will need to be recreated
- Some Shared Mailboxes and Distribution groups will not be available immediately. It may take up to three weeks before they become available.
- **Webmail:** The new URL to access Webmail is <https://outlook.office.com/>

YOUR CALENDAR: What You Need to Know Before You Proceed

- All meetings and calendar items that were on your calendar prior to November 16 will not be available immediately. This includes any recurring meetings. All calendar items will return with your older emails over the next three weeks.
- **NOTE:** If you recreate any meetings in your new profile, you will have duplicate meetings after all meetings are restored. You may choose to manually delete any duplicates from your calendar.

These instructions have been standardized to recommend all users access corporate email using the Microsoft Outlook App for iOS.

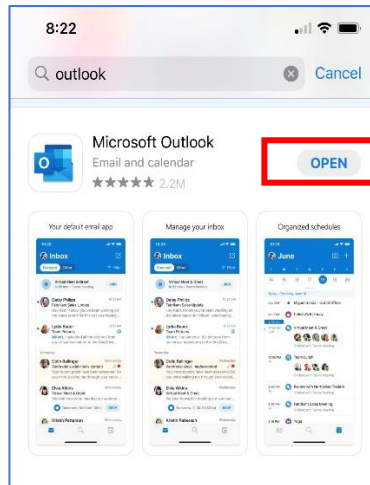
- If you do not have an Exchange account in the Outlook app, start at **STEP 1**
- If you do have an Exchange account in the Outlook app, start at **STEP 5**

Reminder: you must have registered for MFA before moving forward

STEP 1

Open iOS **App Store** and search for the **Microsoft Outlook** app

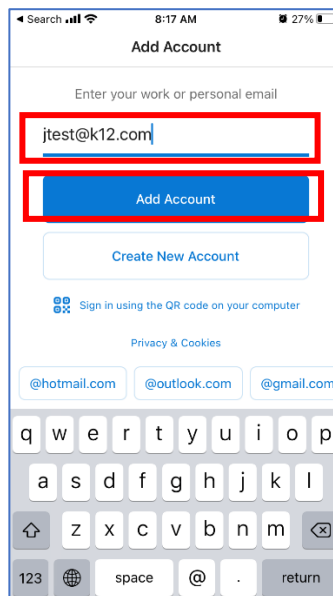
Get (download) the App to your device
Click **Open**



STEP 2

Enter your K12 email address

Select **Add Account**



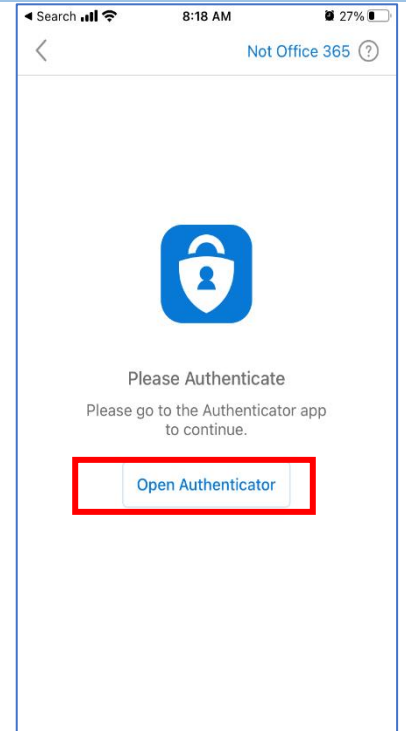
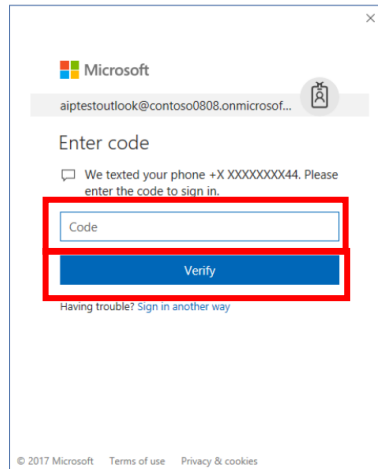
Instructions continue on following page

STEP 3

You will be prompted for MFA. There are two potential scenarios:

1. Enter the **Code** you receive and click **Verify**
or
2. **Click Open Authenticator** (if you are using authenticator app)

***if you recently have setup MFA for the first time, you may be asked for your K12 password before you can proceed*

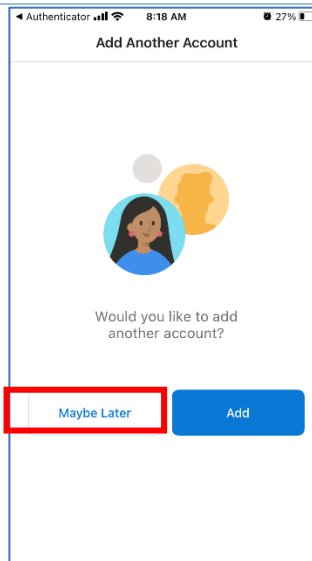


STEP 4

You will be asked if you want to add another account

Click **Maybe Later**

And you're setup! The remaining steps below are for users who already have an Exchange account on the Outlook App.



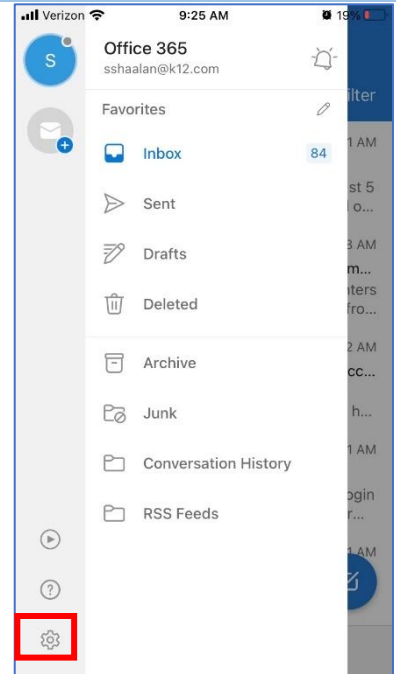
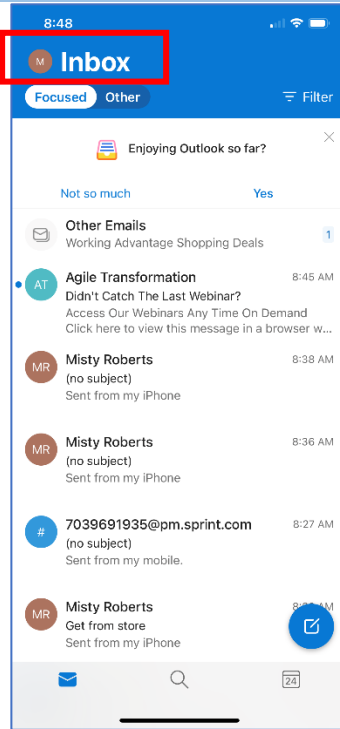
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STEP 5

Open your Outlook App

Click **Inbox**

Click **Gear Icon** on the bottom left corner

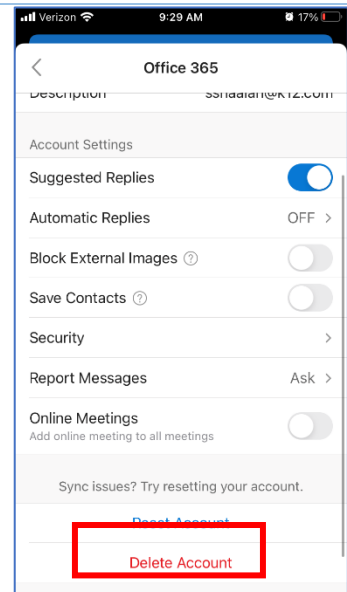
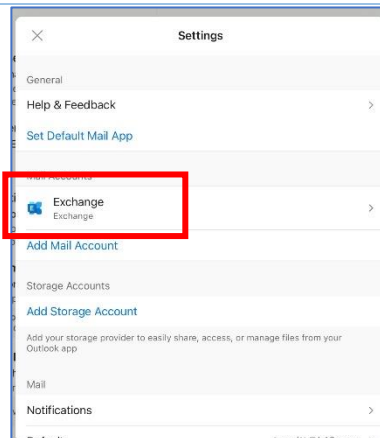


STEP 6

Click on existing K12 account

Click **Delete Account**

****Select Delete from this device if you are prompted**

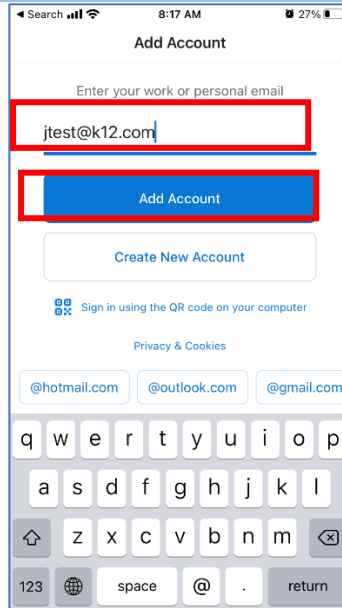


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STEP 7

Enter your K12 email address

Select **Add Account**

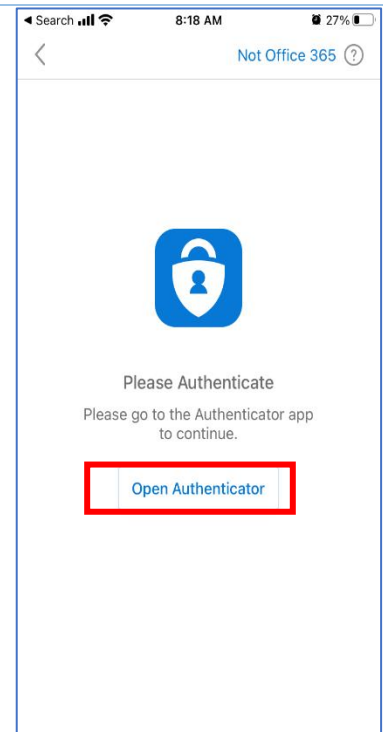
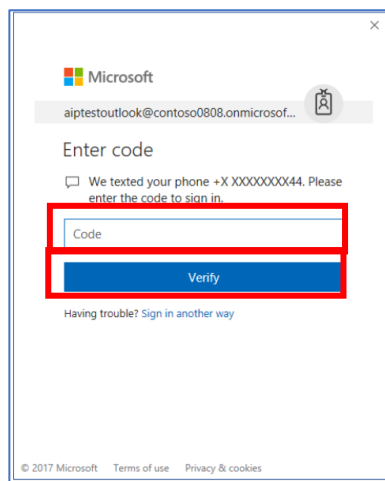


STEP 8

You will be prompted for MFA. There are two potential scenarios:

3. Enter the **Code** you receive and click **Verify**
or
4. **Click Open Authenticator** (if you are using authenticator app)

***if you have setup MFA for the first time, you may be asked for your K12 password before you can proceed*



Instructions continue on following page

STEP 9

You will be asked if you want to add another account

Click **Maybe Later**

And you're setup!

