MacBook Outlook Fix
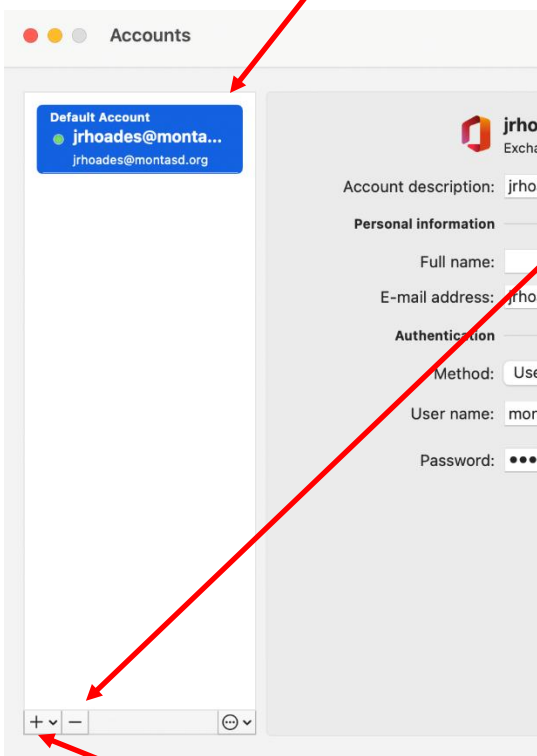
1) Open **Outlook**
2) Click on the **TOOLS** menu and then click on **ACCOUNTS**
3) Select your account from the left column, and then click the **– (minus)** button to remove your account

4) Click on the **+ (plus)** button to re-add your account

5) In the window as shown below, enter your full email address and click **Continue**. Setup should then autocomplete from this point. At the bottom right, it should say that it is looking for changes until all email is fully synced to your MacBook again. (NOTE: If prompted about completing multi-factor verification, click Cancel)
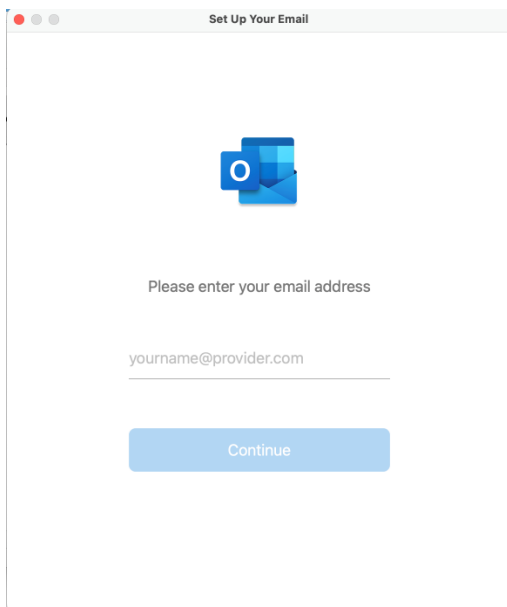
Webmail Fix

Please access webmail via the link under Staff->Webmail on the website. If you have a bookmark saved, you will need to delete and create a new one with the new link.

iOS (iPhone/iPad) Mail App Fix

1- Tap on **SETTINGS**

2- Scroll down to **MAIL** and tap on it

3- Tap on **ACCOUNTS**

4- Find your Exchange account and tap on it

5- Tap on **Delete Account**

6- Once deletion is complete, tap on **Add Account**

7- Tap **Microsoft Exchange**

8- Type in your full email address and tap **NEXT**

9- In the pop-up window, tap **Sign In**

10- Setup should then complete itself. When prompted, choose from the below options per your own preference. At the least, you will need to turn on Mail. **DO NOT turn on Contacts, or your personal contacts already on your phone may be overwritten.**