# iPad & iPhone IOS 16.x Email Exchange Setup

This procedure is applicable for iOS devices (iPad and iPhone) running iOS 16 and higher. The screenshots shown below were taken from an iPhone running iOS 16. Other devices will be similar.

If you have iOS 16 and experience issues with email connectivity please update to the latest version of iOS 16.

Prior to starting this procedure, authenticate your account and obtain your account-specific information from the Customer Portal according to the following article:

How to Obtain Exchange Account Information.

To setup an Exchange email account on an iPhone or iPad with **iOS Mail App** take the following steps:

1. From the Home screen tap **Settings > Mail> Accounts**.

3. Tap Add Account

4. Select Microsoft Exchange
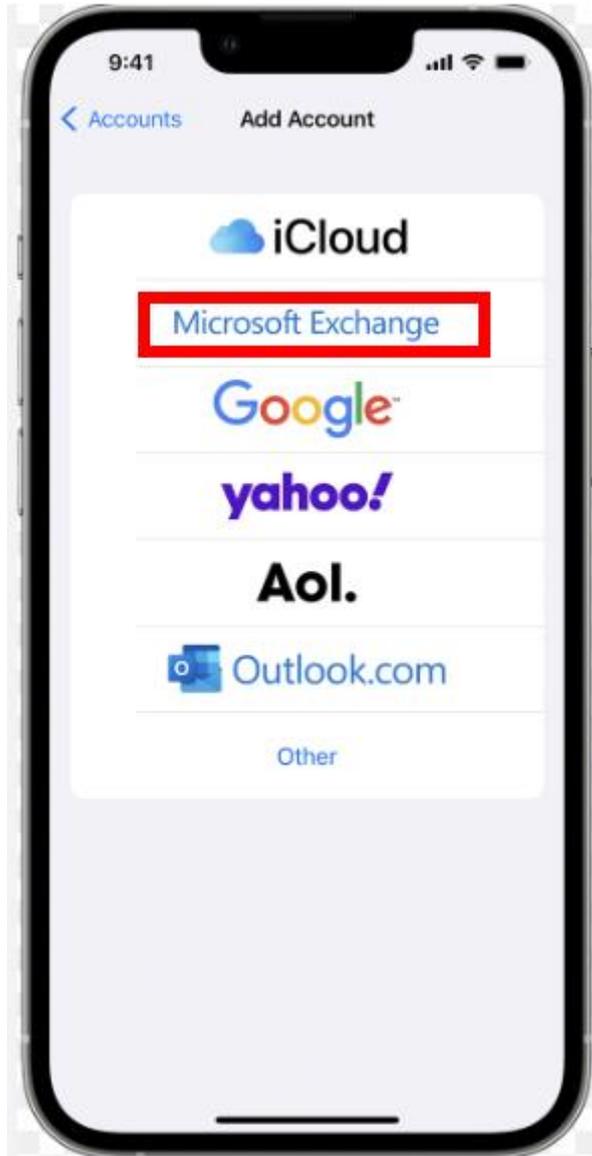
5. Type in the **Email** address and account **description** (optional) then tap **Next**. Note: The description labels the account on the device and is not visible to anyone else.



A p p l e  I O S  1 6 . x  E x c h a n g e
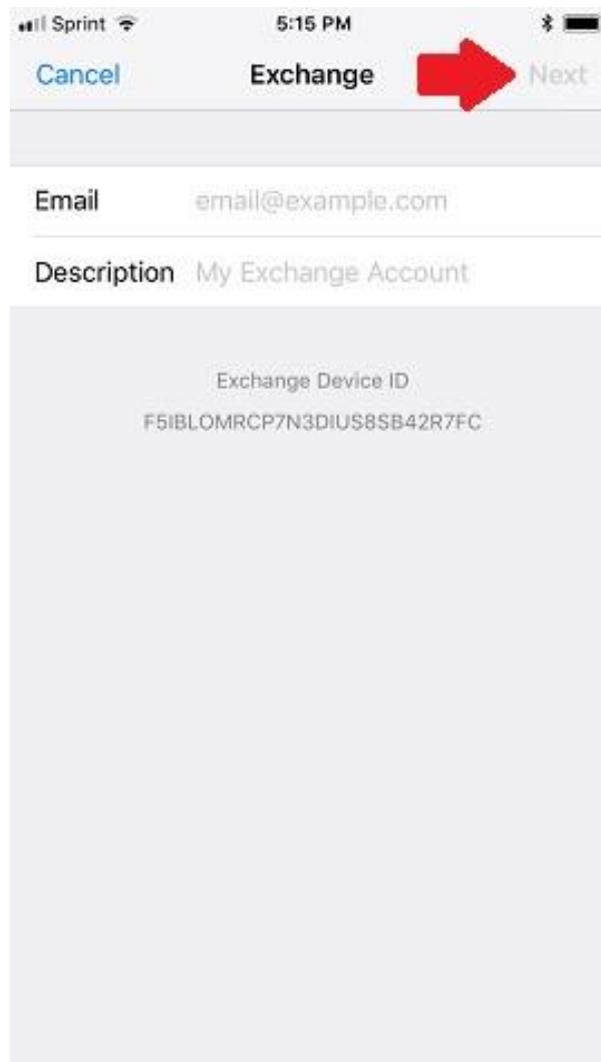
6. Tap **Configure Manually** on the prompt that appears:
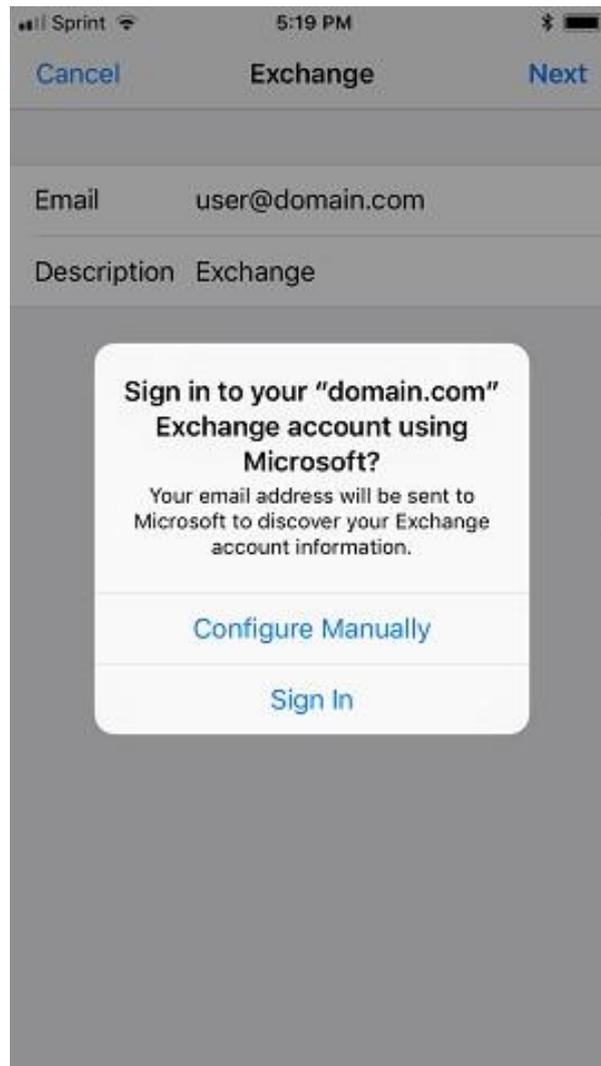
7. Enter the settings shown below.

** Please take note the username is NOT an email address.
It is a username assigned when the email account was created.
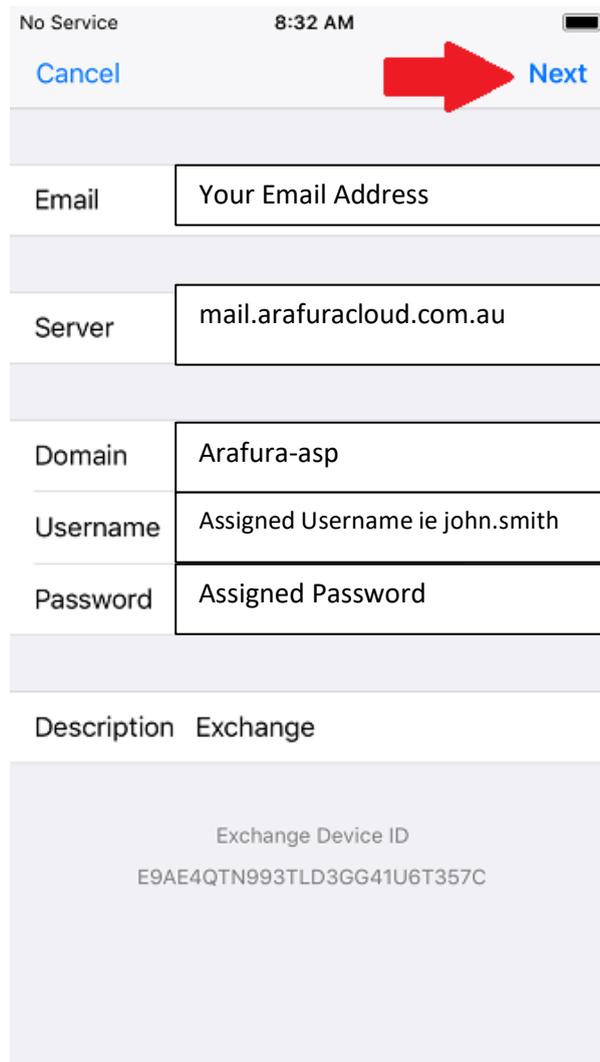
| No Service | 8:32 AM | |
|---|---|---|
| Cancel | | Next |

| Email | Your Email Address |
|---|---|
| Server | mail.arafuracloud.com.au |
| Domain | Arafura-asp |
| Username | Assigned Username ie john.smith |
| Password | Assigned Password |
| Description | Exchange |

Exchange Device ID
E9AE4QTN993TLD3GG41U6T357C

8. Choose the Exchange services to synchronize. If you choose not to sync at this time, you can turn on later in **Settings > Mail > Accounts** then tap the email account.

*Note that other types of iOS devices will display similar confirmation notices.*

connected
office

9. Tap **Save**.

10. The account is now added! Email should appear in the Mail app within a few minutes. Please allow some time for all synchronized data to download.

For any further details or technical support contact Territory Technology Solutions on 08 8944 2222 or support@techsolutions.com.au