Set up email on Apple iPhone, iPad, and iPod Touch

You can connect to your Office 365 or other Exchange-based email on an Apple iPhone, iPad, or iPod Touch. When you connect to your account using the Microsoft Exchange method, you'll be able to access and synchronize your email, calendar, and contacts. If you only want to use email, you can set up email using POP or IMAP.

In this article

Set up Exchange email on an Apple iPhone, iPad, or iPod Touch

1. If this is the first email account on your iPhone, tap Mail. Otherwise, tap Settings > Mail, Contacts, Calendars > Add Account.

2. Tap Settings > Mail, Contacts, Calendars > Add Account.

3. Tap Microsoft Exchange.

4. You don't need to type anything in the Domain box. Type the information requested in the Email, Username, and Password boxes. You need to type your full email address in the Email and Username boxes (for example, tony@contoso.com).

5. Tap Next on the upper-right corner of the screen. Your mail program will try to find the settings it needs to set up your account. Go to step 8 if your mail program finds your settings.

6. If your iPhone can't find your settings, you'll need to manually look up your Exchange ActiveSync server name. If you're connecting to your Office 365 email, use outlook.office365.com for your server name. If you are not using Office 365, see Find your ActiveSync server name later in this article.

7. In the Server box, enter your server name, and then tap Next.

8. Choose the type of information you want to synchronize between your account and your device, and then touch Save. By default, Mail, Contacts, and Calendar information are synchronized.

9. If you're prompted to create a passcode, tap Continue and type a numeric passcode. If you don't set up a passcode, you can't view your email account on your iPhone. You can set up a passcode later your iPhone settings.

Find your Exchange ActiveSync server name

If your email program is not able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Office 365 email, use outlook.office365.com as your Exchange ActiveSync server name. The Exchange ActiveSync server name outlook.office365.com can be used if you are using the latest version of Office 365.

If you're not using Office 365 or if you aren't sure if you are using the latest version of Office 365, follow these steps to look up your Exchange ActiveSync server name. Follow these steps to determine your Exchange ActiveSync server name.

1. Sign in to your account using Outlook Web App. For help signing in, see Sign in to Outlook Web App.

2. In Outlook Web App, on the toolbar, click Settings ⚙ > Options > Account > My account > Settings for POP and IMAP access.

   ⎯NOTE⎯ Although you're not setting up a POP3 account, you'll use this value to determine your Exchange ActiveSync server name.

3. Under POP setting, look at the value for Server name.

▸ If the Server name shows outlook.office365.com, your Office 365 account is on the latest version of Office 365, and you can use outlook.office365.com as your Exchange ActiveSync server name.

▸ If the Server name value is in the format podxxxxx.outlook.com, your Office 365 or other Exchange Online account is not yet on the latest version of Office 365, and you can use m.outlook.com as your Exchange ActiveSync server name.

▸ If the Server name value includes your organization's name, for example, pop.contoso.com, then your Exchange ActiveSync server name is contained in address bar in your browser when you are signed in to

Outlook Web app - -but without the leading https:// and without the trailing /owa. For example, if the address you use to access Outlook Web App is https://mail.contoso.com/owa, your Exchange ActiveSync server name is mail.contoso.com.

Set up POP or IMAP email on an Apple iPhone, iPad, or iPod Touch

1. If this is the first email account on your iPhone, tap Mail. Otherwise, tap Settings > Mail, Contacts, Calendars > Add Account.

2. Tap Other.

3. Tap in the Name box and type your full name.

4. Tap in the Address box and type your full email address (for example, tony@contoso.com).

5. Tap in the Password box and type your password.

6. Tap Save.

7. Tap either IMAP or POP. We recommend IMAP because it supports more features.

8. Under Incoming Mail Server, in the Host Name, box, type your incoming server name. If you're connecting to your Office 365 email, the IMAP or POP server name is outlook.office365.com. If you're not using Office 365, see Find your POP and IMAP server settings later in this article.

9. Enter your user name (for example, tony@contoso.com) and your password.

0. Under Outgoing Mail Server Host Name, enter your outgoing server name. If you're connecting to your Office 365 email, the SMTP server name is smtp.office365.com. If you're not using Office 365, see Find your POP and IMAP server settings later in this article.

1. Enter your user name and password.

2. Tap Save.

Find your POP and IMAP server settings

If you're connecting to your Office 365 email, you don't need to look up your settings. For Office 365, the server name for IMAP and POP is outlook.office365.com and the server name for SMTP is smtp.office365.com. These settings can be used if you are using the latest version of Office 365.

If you're not connecting to Office 365 email, or if you aren't sure if you are using the latest version of Office 365, do the following to look up your settings.

1. Sign in to your account using Outlook Web App. For help signing in, see Sign in to Outlook Web App.

2. In Outlook Web App, on the toolbar, click Settings ⚙ > Options > Account > My account > Settings for POP and IMAP access.

3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the Settings for POP and IMAP access page.

What else do I need to know?

• The POP, IMAP, SMTP, and Exchange ActiveSync server names for Office 365 users shown earlier in this article applies to accounts that are on the latest version of Office 365 (sometimes referred to as Office 365 after the service upgrade). If your account is not on the latest version of Office 365 (sometimes referred to as Office 365 pre-upgrade), you need to look up your own settings. Check out Am I using Office 365 after the service upgrade? to determine if your account is on the latest version of Office 365.

• If your email account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Outlook Web App. After you sign in to your account, sign out. Then try to connect using your mobile phone. For more information about how to sign in to your account using Outlook Web App, see Sign In to Outlook Web App.

• If you're prompted to create a passcode and don't create one, you won't be able to send and receive email.

• If you see Not available under POP setting, IMAP setting, and SMTP setting, you may need to contact the person that manages your email account to determine your Exchange ActiveSync server name.