Office 365 is a shared service across the university and health system. Documentation for this service will cover the needs of both Duke Medicine and University customers.

This article is for users who are performing a new setup for your Office365 account on an iOS device such as an iPhone or iPad. If you already had an Exchange account set up on your phone and needing to modify your settings after migration to Office 365, please see this article.

- Instructions for Duke University customers
- Instructions for Duke Medicine customers
- Do you need further assistance?

Instructions for Duke University customers

If you are part of Duke Medicine, please see the next section instead.

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

   ![Add Account Settings Screenshot]

   - iCloud
   - Duke

   Add Account

   - Fetch New Data
   - Preview
   - Show To/Cc Label
   - Flag Style
   - Ask Before Deleting
2. Tap **Microsoft Exchange**.

3. Enter your address in the **Email** field (ex. hiro@duke.edu) and supply your password as indicated. Duke University users should use netid@duke.edu where netid is your Duke NetID. When sending mail, your from: address may still appear as your firstname.lastname@duke.edu.
4. If preferred, also provide a more descriptive name for this email account (the default is "Exchange").
5. Tap **Next** on the upper-right corner of the screen. Your iPhone will try to find the settings it needs to set up your account. If successful, checkmarks will appear by each field.
6. In the next screen, choose the type of information you want to synchronize between your account and your device, and then touch **Save**. By default, **Mail**, **Contacts**, **Calendars**, and **Reminders** are selected.

If your iPhone is unable to locate your settings, you will need to manually enter the server name.

1. Tap **Settings > Mail, Contacts, Calendars** and select the account you just added.
   1. In the Server field, enter **outlook.office365.com**.
   2. Leave the Domain field blank. Do not use **WIN** or **WIN.DUKE.EDU**.
3. In the Username field, enter your netid@duke.edu. For example, if your NetID is hiro, enter hiro@duke.edu.

3. Then tap Done and Done.

Instructions for Duke Medicine customers

1. Tap Settings > Mail, Contacts, Calendars > Add Account.
2. Tap Microsoft Exchange.
3. Enter your address in the Email field (ex. hiro.p@duke.edu) and supply your password as indicated. Duke Medicine users should use firstname.lastname@dm.duke.edu.
   1. In the Server field, enter outlook.office365.com.
   2. Leave the Domain field blank. Do not use DHE or DHE.DUKE.EDU.
   3. In the Username field, enter your netid@duke.edu. For example, if your NetID is hiro, enter hiro@duke.edu.
   4. If preferred, also provide a more descriptive name for this email account (the default is "Exchange").
5. Tap Next on the upper-right corner of the screen. Your device will try to find the settings it needs to set up your account. If successful, checkmarks will appear by each field.
6. In the next screen, choose the type of information you want to synchronize between your account and your device, and then touch Save. By default, Mail, Contacts, Calendars, and Reminders are selected.
Need further assistance?


Feedback:

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>INC0748065</td>
<td>iPhone will not add Office 365</td>
</tr>
<tr>
<td>TASK0418309</td>
<td>Since the change over to Office 365, I have been unable to get my Duke Exchange email to work on my iPhone. Additionally</td>
</tr>
<tr>
<td>INC0724213</td>
<td>migrate account to Office 365</td>
</tr>
<tr>
<td>TASK0335851</td>
<td>I just updated the software on my iPhone. Since everything got reset I have been using the troubleshooting</td>
</tr>
</tbody>
</table>

Most recent tasks:

- INC0748065 - iPhone will not add Office 365
- TASK0418309 - Since the change over to Office 365, I have been unable to get my Duke Exchange email to work on my iPhone. Additionally
- INC0724213 - migrate account to Office 365
- TASK0335851 - I just updated the software on my iPhone. Since everything got reset I have been using the troubleshooting

User comments:

- Posted by Ryan Nobles (rsn3) on 2013-11-21 09:44:30
  
  Please update this document to include what happens if a Duke Medicine customer locks the device due to failed logins, and what to do (http://support.apple.com/kb/ht1212) ***This is only for Duke Medicine

- Posted by Barbara Puccio (bap13) on 2013-10-02 09:34:18
  
  I already had an exchange account set up on my phone - this did not address how to simply EDIT the account that already existed. I figured it out by manually entering the information from the "unable to locate settings" section above, but this error was not what I got on my phone, had to figure it out.

Comment

Views: 2142