IPhone: Delete and Re-Add Account for O365

As Microsoft and Apple, still have their issues, iPhone users will have to perform one of two fixes once their account has been migrated to O365:

**FIX #1: Go into Settings and enter their full NYIT.edu email address**
1. Go to *Settings*
2. Tap *Passwords & Accounts*
3. Tap *Exchange* (or whatever you have named your NYIT email account)
4. Tap *Account*
5. Enter your email address (not an alias) at the *Email* prompt
   
   XXXX@nyit.edu
7. Your mail and contact should now sync—If NOT, then you must complete the process below - FIX B:

**Fix #2: Delete your Exchange account on your iPhone and Re-add it (it takes longer to read it then to complete the steps)**
8. Go to *Settings*
9. Tap *Passwords & Accounts*
10. Tap *Exchange* (or whatever you have named your NYIT email account)
11. Tap *Delete Account* (At the bottom of the screen) You will be asked to confirm that you are deleting the account from your iPhone.
12. You will be returned to the *Password & Accounts* Screen, select *Add Account*
13. Tap **Microsoft Exchange**
14. Enter your NYIT email: **XXX@nyit.edu**
15. Tap description: **Exchange** will populate the blank field
16. Tap **Next** (upper right corner)
17. You are presented with “**Sign in to “nyit.edu’ Exchange account using Microsoft**”
18. Two choices presented: **Configure Manually** or **Sign In** : **Tap Sign In**
19. You are presented with: **Work or School account** or **Personal account**:
   - **Tap Work or School account**
20. Enter the password for your NYIT email account, then tap **SIGN IN**
21. If all went well, you will see two check marks
22. Selected items from your Inbox will be shown, choose which items you want displayed: Mail, Contacts, Calendars, Reminders Notes; Tap **Save**
23. You have completed FIX B- deleted and re-add your account. Your email and contacts will be on your iPhone.

If you need assistance, please do not hesitate to call Service Central at 516-686-1400.