



## iOS Email Configuration

This document explains how to set up email on your iPhone or iPad with **Multi-Factor Authentication (MFA)** enabled.

### Prerequisites :

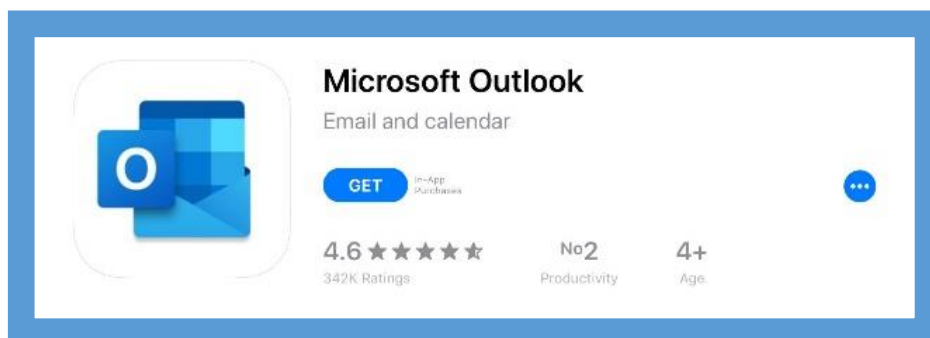
- Device running **iOS 12** or newer
- You have set up **Multi-factor Authentication (MFA)**



Instructions on setting up MFA can be found at the end of this document

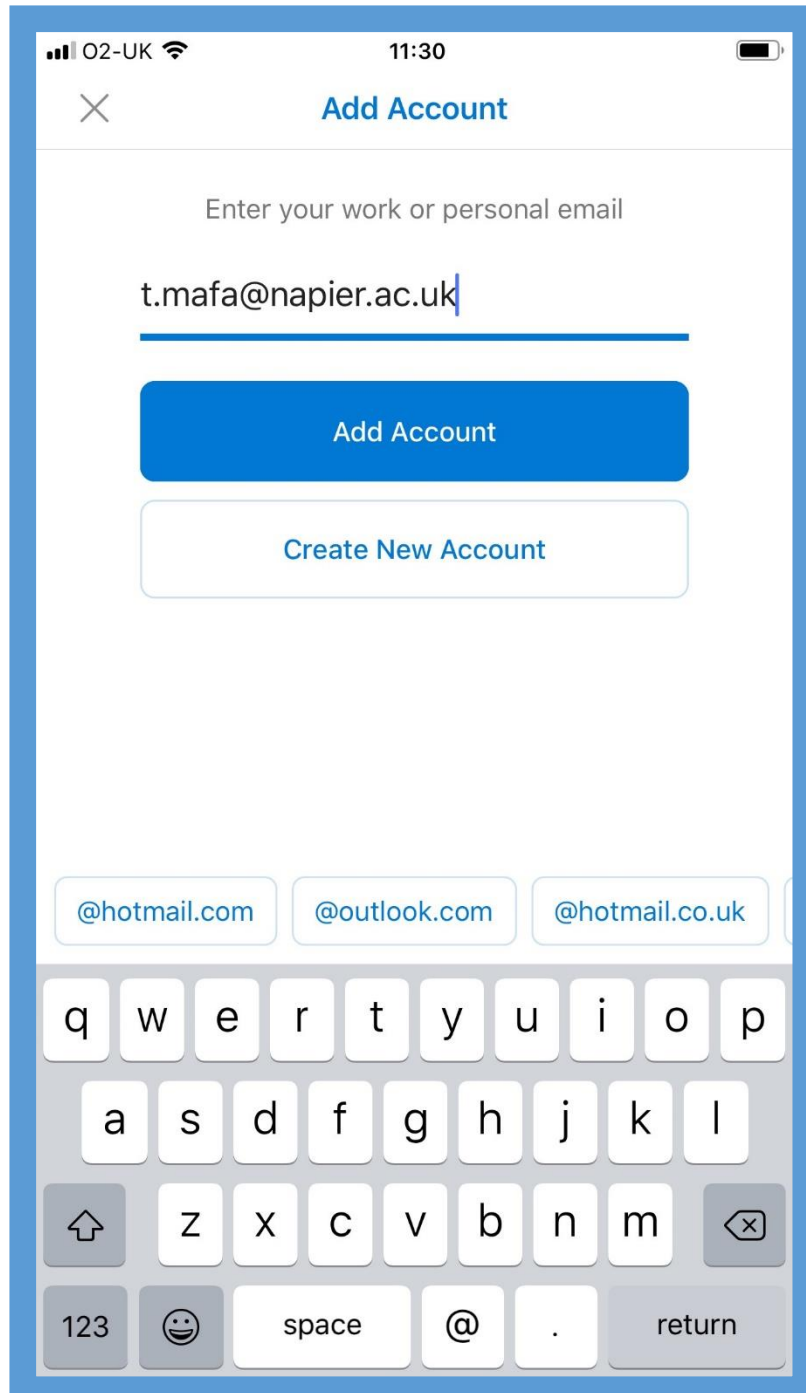
### Step 1:

- In the **App Store**, download and install the **Microsoft Outlook** app



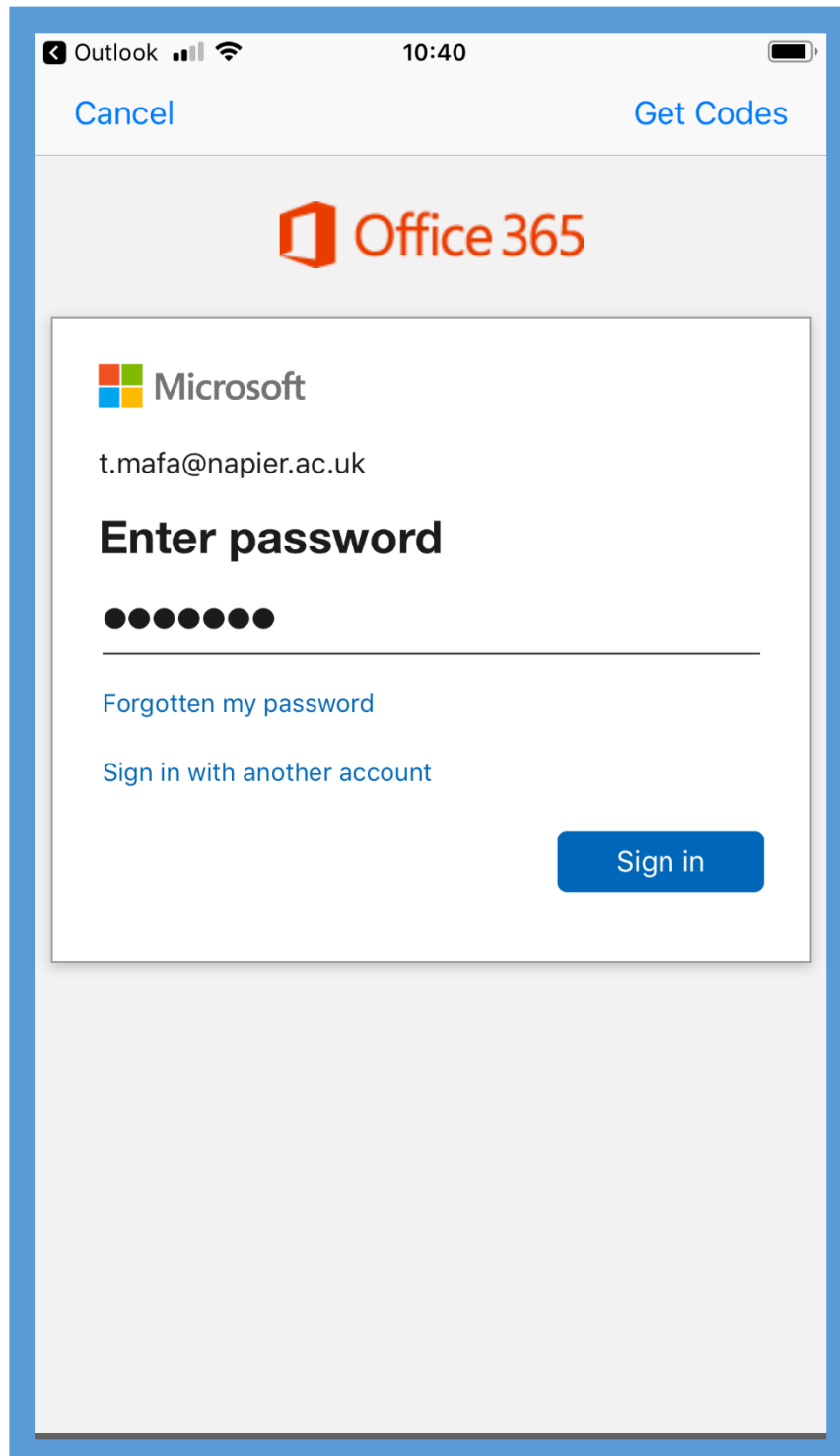
## Step 2

- In the **Microsoft Outlook App**:
  - Select **Add Account**
  - Enter your Edinburgh Napier University **email address**



## Step 3

- Enter your Edinburgh Napier University password
- Select **Sign in**

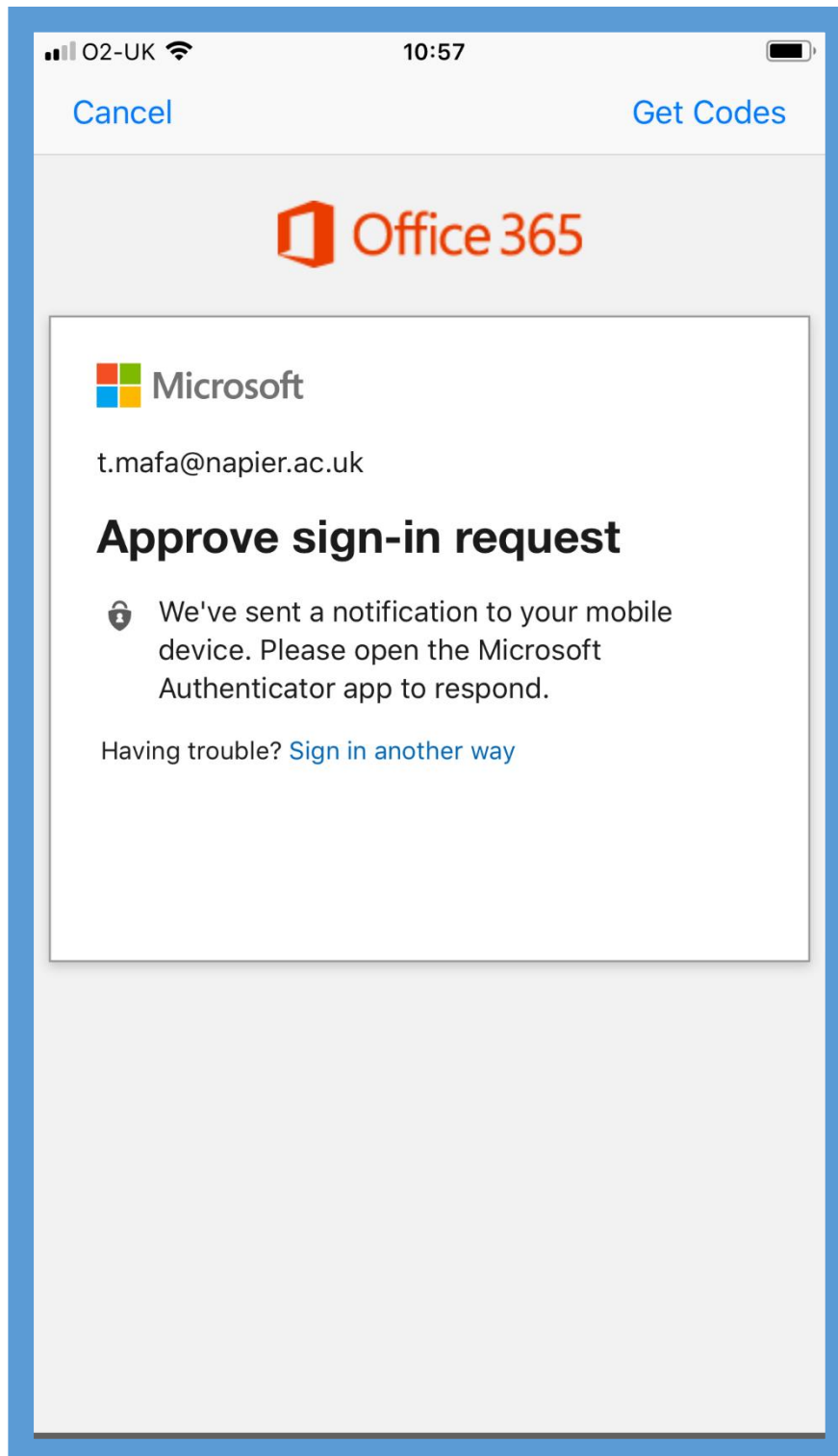


## Step 4

- You may receive a **Multi-Factor Authentication (MFA)** check, complete it as instructed



Instructions on setting up MFA can be found at the end of this document



## Troubleshooting

### I can't install the Microsoft Outlook app?

The Microsoft Outlook app requires iOS version 12 or newer to install. Currently, iPhone models 5S and newer support this, models 5C and older do not. To access email on older devices, please navigate to <https://outlook.office.com>, or access email through the iNapier app.

### My sign-in was blocked?

To access email outside of the University network, you must set up **Multi-Factor Authentication (MFA)**.

### How can I setup Multi-Factor Authentication (MFA)?

From a University PC, or connected to the local eduroam wireless service, open a web browser and navigate to <https://aka.ms/mfasetup>, and follow the instructions. A full guide can be found on the intranet [here](#).

If you are still having difficulty, please take your device to the library desk at either Sighthill, Craiglockhart, or Merchiston Campuses.

You may also phone the **IS Service Desk** on **0131 455 3000** for assistance.