

# Setup of exchange accounts on apple ios 11 devices.

## Setup of exchange accounts on apple iOS 11 devices.

*Since the introduction of iOS 11 on September 2017, customers have been having issues setting up their Exchange accounts as more information is required.*

Before starting, close any background apps and restart the device

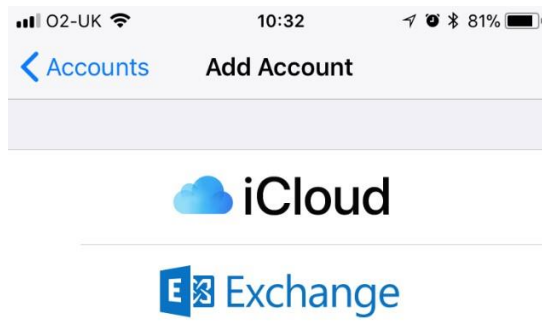
Now make sure you are connected to a WIFI connection as we have found that 3G/4G connections are not as reliable and you get a longer delay where people think it has not worked.

Now click on settings.

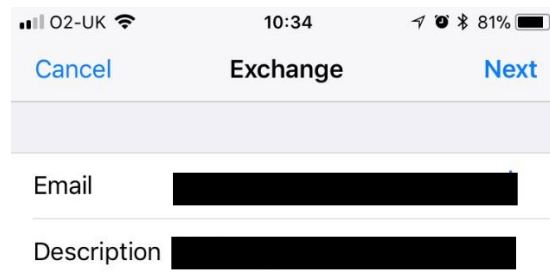
Now click on Accounts and Passwords



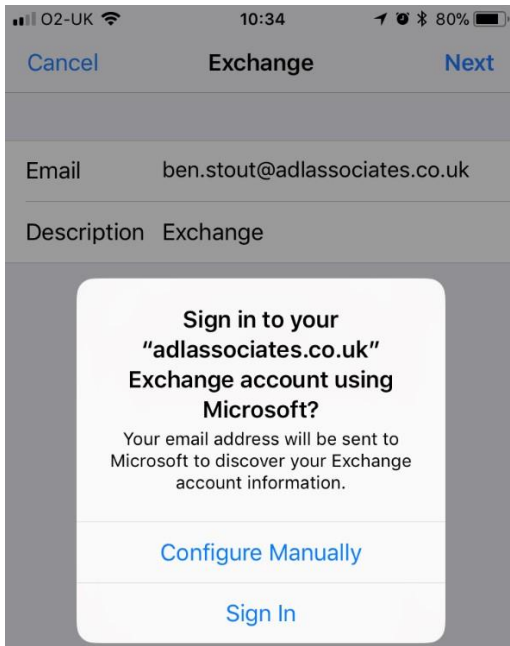
Now click on Add Account and select Exchange



Now type in your email address and description of the account (usually the email address again will be fine) and click next

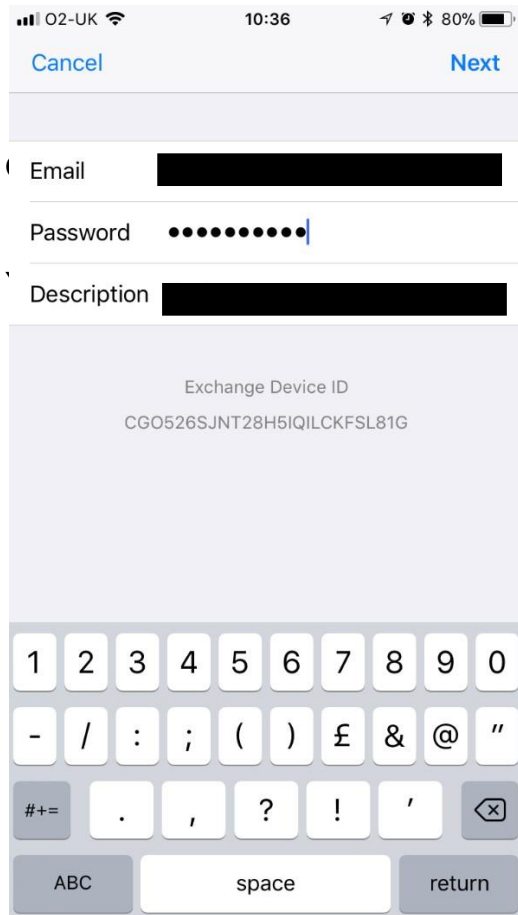


Now click on Sign In



Now the phone will start verifying and depending upon the Exchange server it is connecting to you will get one of the following screens:

**Option A:** *(if yours does not look like this scroll down lower)*



O2-UK 10:36 80%

Cancel Next

Email [REDACTED]

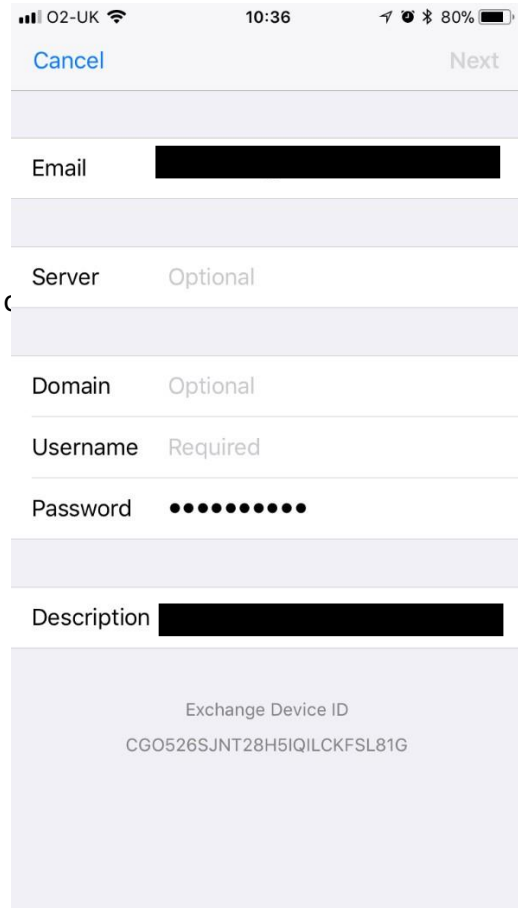
Password [REDACTED]

Description [REDACTED]

Exchange Device ID  
CGO526SJNT28H5IQILCKFSL81G

1 2 3 4 5 6 7 8 9 0  
- / : ; ( ) £ & @ "  
#+= . , ? ! ' [REDACTED]  
ABC space return

and Sign in c



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Cancel Next

Email [REDACTED]

Server Optional

Domain Optional

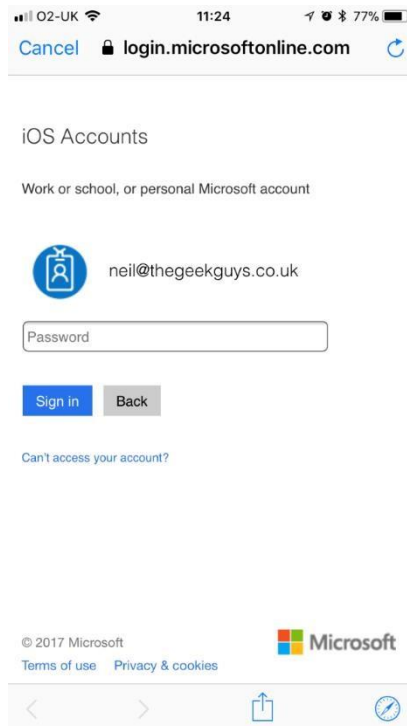
Username Required

Password [REDACTED]

Description [REDACTED]

Exchange Device ID  
CGO526SJNT28H5IQILCKFSL81G

**Please contact us for the Server settings. The username is your email address.**



You will need to put in your password and Sign in or Accept

Once verified you will get the following options:



**Make sure Mail is switched on**

If you would like to sync up your **Contacts** with your Exchange account – switch this on



If you would like to sync up your **Calendars** with your Exchange account – switch this on  
If you would like to sync up your **Reminders** with your Exchange account – switch this on

If you would like to sync up your **Notes** with your Exchange account – switch this on

**IMPORTANT:** Now go back into the account and change the Mail Days to Sync else you will only see last week's emails and not the complete mailbox.

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Mail Days to Sync

No Limit >

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