



Tuesday, December 08, 2020

Upgrading to Office 365 on Mobile Device

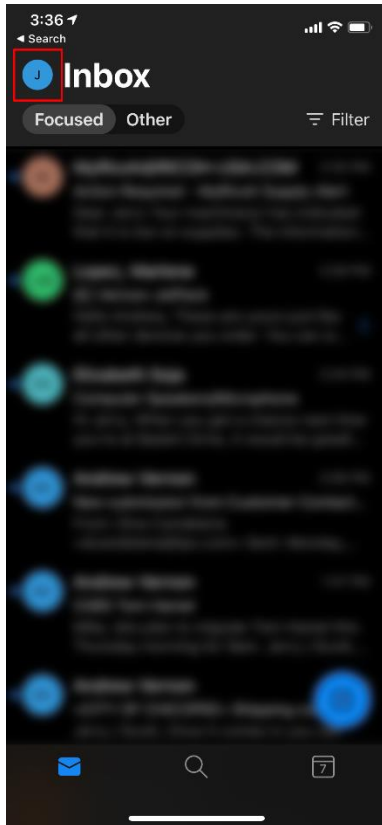
Overview: This documentation is to cover removing an Exchange email account from the Outlook mobile app and adding an Office 365 email account. These instructions are made for any user to follow, [please read instructions fully before attempting](#).

Remove Exchange Account and Add Office 365 account

- Open the Outlook Mobile App



- Tap on your initial in the upper left hand corner

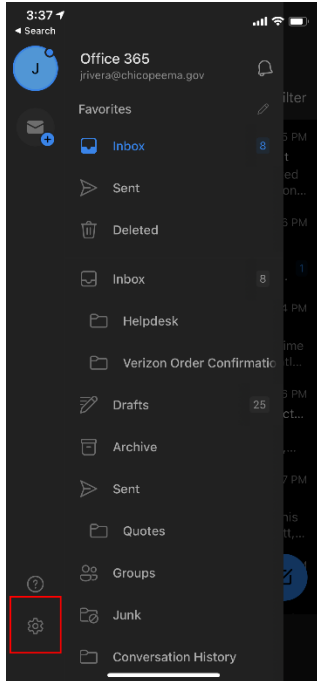


- Tap on the gear icon. This will take you to settings.

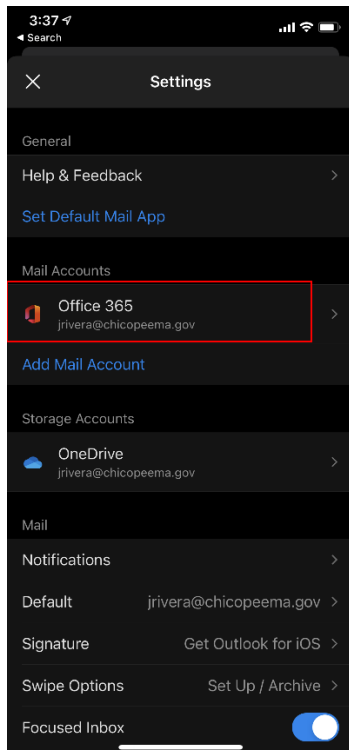


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- Tap on your email address under “Mail Accounts”. In your instance it will say “Exchange Account”

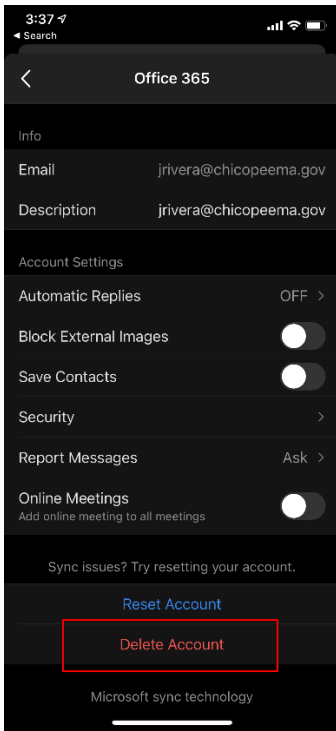


- Scroll to the bottom and tap “Delete Account”

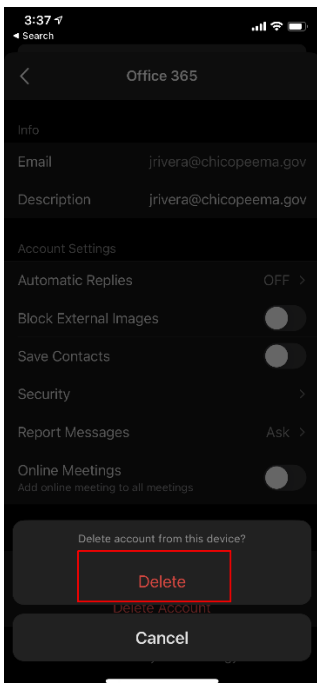


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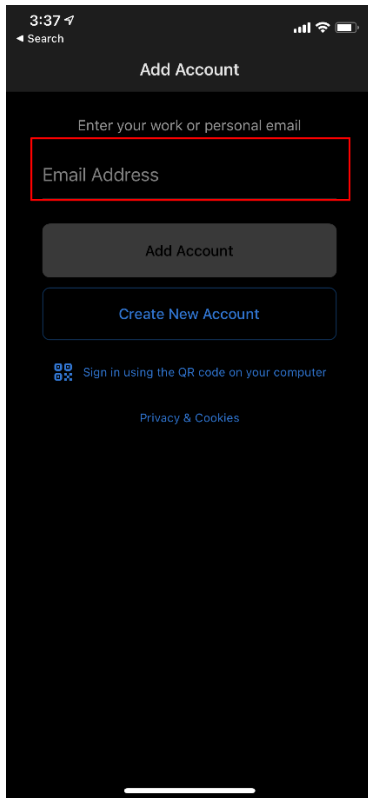
- Tap "Delete"





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- Outlook will now bring you back to the Sign-In screen
- Enter your email address in the “Email Address” field

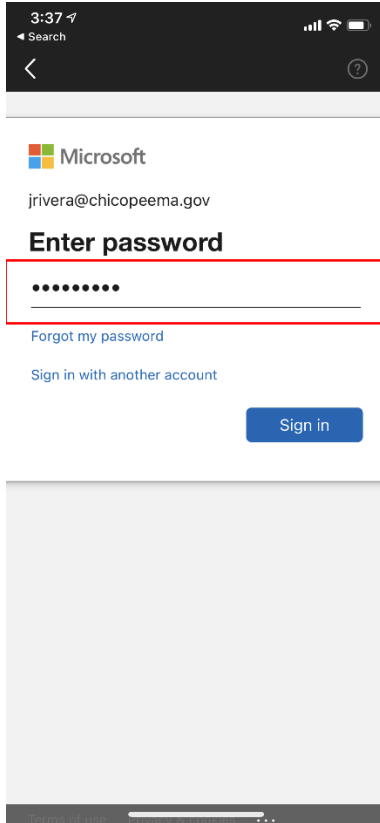


- Click “Add account”
- Outlook will not prompt you the your email password
- Enter your password
- Click “Sign in”



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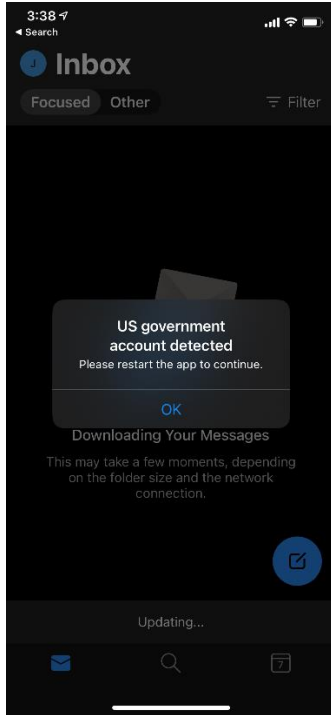


- Once signed in, Outlook will prompt you with a “US Government Account Detected” message
- Click “OK”
- Restart the Outlook app



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Notes

- If any issues arise, please submit a helpdesk ticket by emailing helpdesk@chicopeema.gov