Taylor County Schools Technology Department
Reconfigure Mobile Device for E-Mail Migration



Summary

Mobile device email clients must be reconfigured as part of the migration. You must delete the old account (device native mail app) or sign out (Outlook app) of the account, and then setup the account again on the device. Instructions for different phone platforms are found below.

Keep in mind that if you have configured your account in the devices native app as well as the Outlook app, both will need to be reconfigured.

Remove old account instructions

- Remove old account from iOS native mail app - https://youtu.be/jsTvJ0qRmig?t=21s
- Remove old account from Android native mail app - https://youtu.be/2eLxkXZxZVI?t=20s
- Remove old account from Outlook app –
    - Open your mail app.
    - Tap and hold the account you want to remove until a list of options appears.
    - Tap on "Remove Account".

Setup new account instructions

iOS "iPhone"

- iOS native mail app - https://support.office.com/en-us/article/Set-up-email-using-the-iOS-Mail-app-7e5b180f-bc8f-45cc-8da1-5cefc1e633d1?ui=en-US&rs=en-US&ad=US
- iOS Outlook App - https://support.office.com/en-us/article/Set-up-email-in-Outlook-for-iOS-mobile-app-b2de2161-cc1d-49ef-9ef9-81acd1c8e234

Android "Samsung"

- Android native mail app - https://support.office.com/en-us/article/Set-up-email-in-Android-email-app-71147974-7aca-491b-978a-ab15e360434c?ui=en-US&rs=en-US&ad=US
- Android Outlook App - https://support.office.com/en-us/article/Set-up-email-in-the-Outlook-for-Android-app-886db551-8dfa-4fd5-b835-f8e532091872

Windows Phone

- Windows Phone native mail app - https://support.office.com/en-us/article/Set-up-Office-apps-and-email-on-Windows-Phone-9bccc8b8-a321-4d0d-a45e-6e06a3438e43?ui=en-US&rs=en-US&ad=US