**O365 |** User name change for **iOS Built-in Email App**

Once your user name has been updated it may take up to 24 hours for it to take effect across all Office 365 (O365) services. After your account has been updated for each service (Outlook, Skype for Business, OneDrive for Business and other O365 apps) you will need to sign in to the service with the updated user name. Below are directions for changing your user name within the iOS built-in email app.

Need to set up a new account? [Jump to the new mail account section](#Add)

## User Name Change for Built-in iOS Email App Account

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| STEP | DESCRIPTION |  |
|  | After your user name has been changed, you’ll see a message like the one to the right when attempting to access mail on your device.  *Click* **Cancel** |  |
| 1 | *Tap* the **Settings** tile |  |
| 2 | *Tap* **Mail, Contacts, Calendars** |  |
| 3 | *Tap* **Exchange** |  |
| 4 | *Enter* the **primary email** **address** of your account |  |
| 5 | *Update* your **user name**  **Employees/Guest**: [yourStarID@minnstate.edu](mailto:yourStarID@minnstate.edu) **Students**: [yourStarID@go.minnstate.edu](mailto:yourStarID@go.minnstate.edu)  *Enter* your StarID **password**  *Tap* **Sign in**  *Tap* **Done**  *Exit* **Settings** |  |

## Add New Account

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| STEP | DESCRIPTION |  |
| 1 | *Tap* the **Settings** tile |  |
| 2 | *Tap* **Mail, Contacts, Calendars** |  |
| 3 | Under Accounts *Tap* **Add Account** |  |
| 4 | *Tap* **Exchange** |  |
| 5 | Scroll down and complete these fields:  Email (Primary email address)  StarID password  Server: *Enter* **outlook.office365.com**  Domain: Leave empty  User name:  **Employees/Guest**: yourStarID@minnstate.edu  **Students**: yourStarID@go.minnstate.edu  Password: StarID password  *Tap* **Next** |  |
| 6 | Recommended:  Under the Exchange settings, *tap* **Mail Days to Sync** and consider the number of days mail needs to remain synced to your device. The longer the time period, the longer it may take to load messages on your device and the more space they will use. |  |