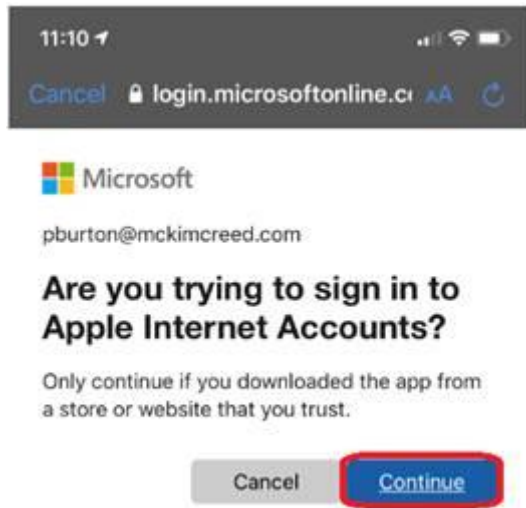


The most important step in this procedure is near the end. You MUST tap Continue on the screen that looks like this:



Procedure to remove and re-add the email account on your iPhone/iPad

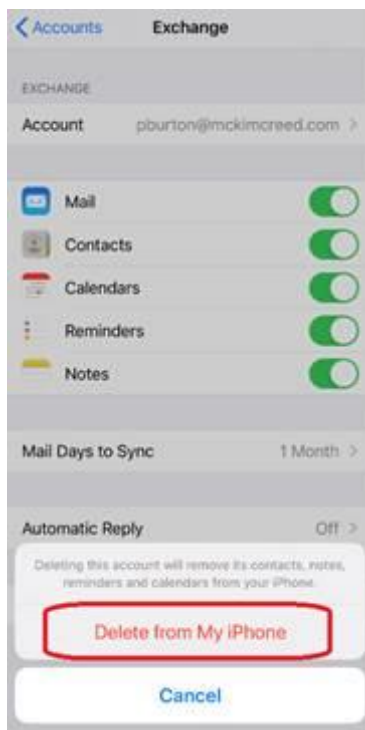
Open **Settings** and scroll down to **Passwords & Accounts**



Tap your McKim & Creed email account. By default, this is probably called **Exchange**. Make a note of which features you have toggled green so you can set the same ones later. Then Tap **Delete Account** at the bottom.



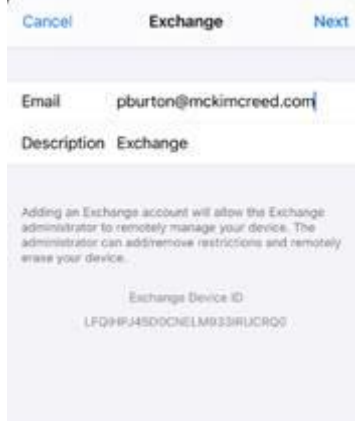
It will give you a warning, but this is ok because all of the contacts, notes, reminders, and calendars are stored in Office 365 and will be added back in just a few minutes, so tap **Delete from My iPhone**



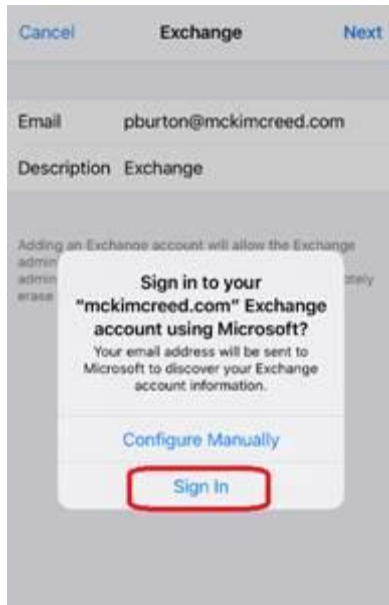
It may take a minute or two to finish deleting the account. Once that step has completed, tap **Add Account**. Choose **Microsoft Exchange**



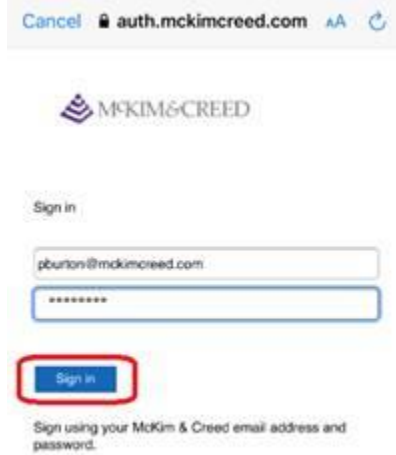
Type in your email address and whatever description you would like for the account and tap **Next**



Tap **Sign In**



Whatever you do, DO NOT tap Cancel on this screen. Your email address should already be filled in here. **Type in your password** and tap **Sign in**



Tap **Continue** on this screen

Cancel  login.microsoftonline.ci  



pburton@mckimcreed.com

## Are you trying to sign in to Apple Internet Accounts?

Only continue if you downloaded the app from a store or website that you trust.

Cancel

Continue

Finally, toggle which features you would like to have on your phone. You should probably choose the same ones that you had at the beginning of this procedure.

Cancel

Exchange

Save

- |   |           |                                     |
|---|-----------|-------------------------------------|
|    | Mail      | <input checked="" type="checkbox"/> |
|    | Contacts  | <input checked="" type="checkbox"/> |
|    | Calendars | <input checked="" type="checkbox"/> |
|    | Reminders | <input checked="" type="checkbox"/> |
|  | Notes     | <input checked="" type="checkbox"/> |