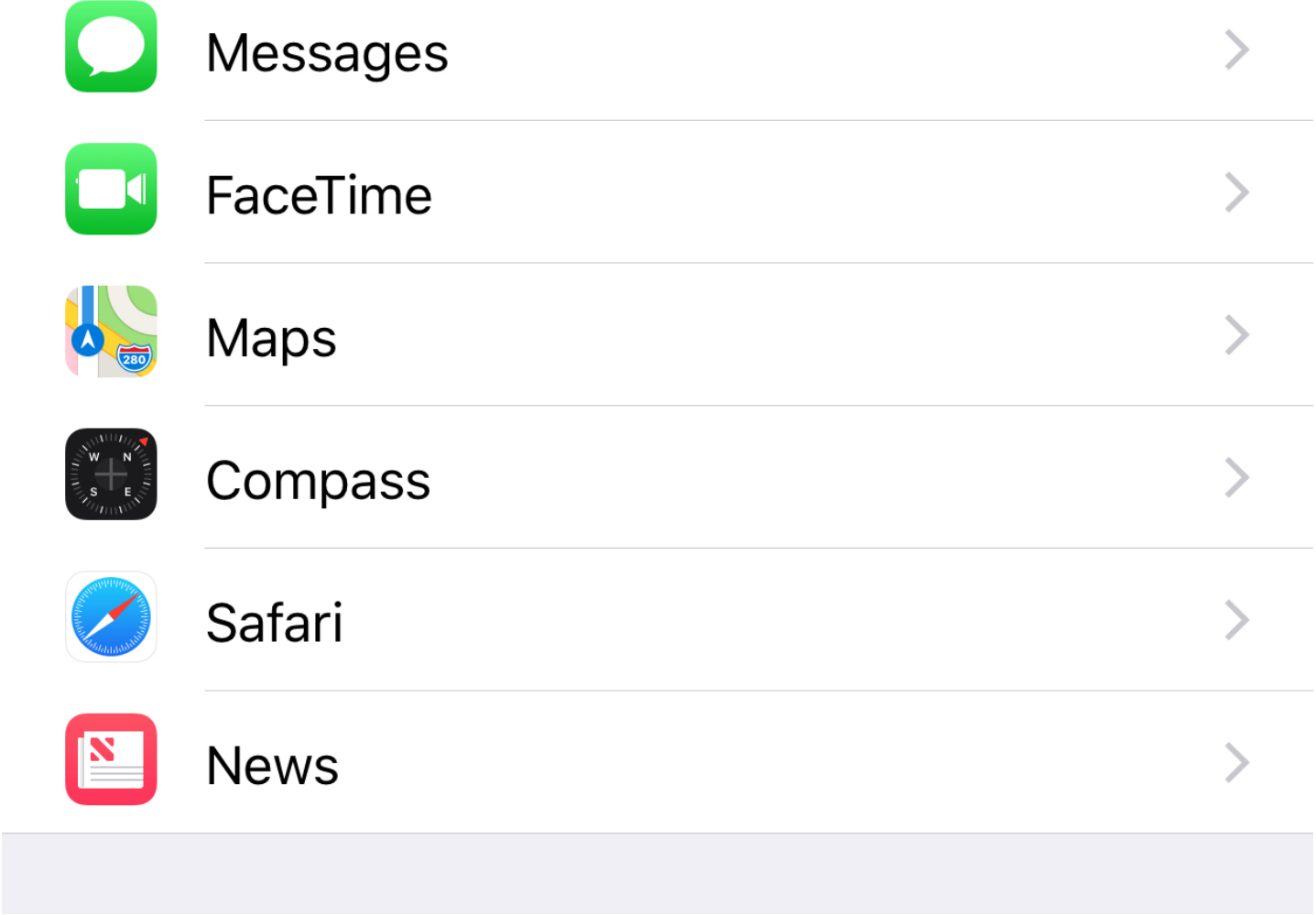
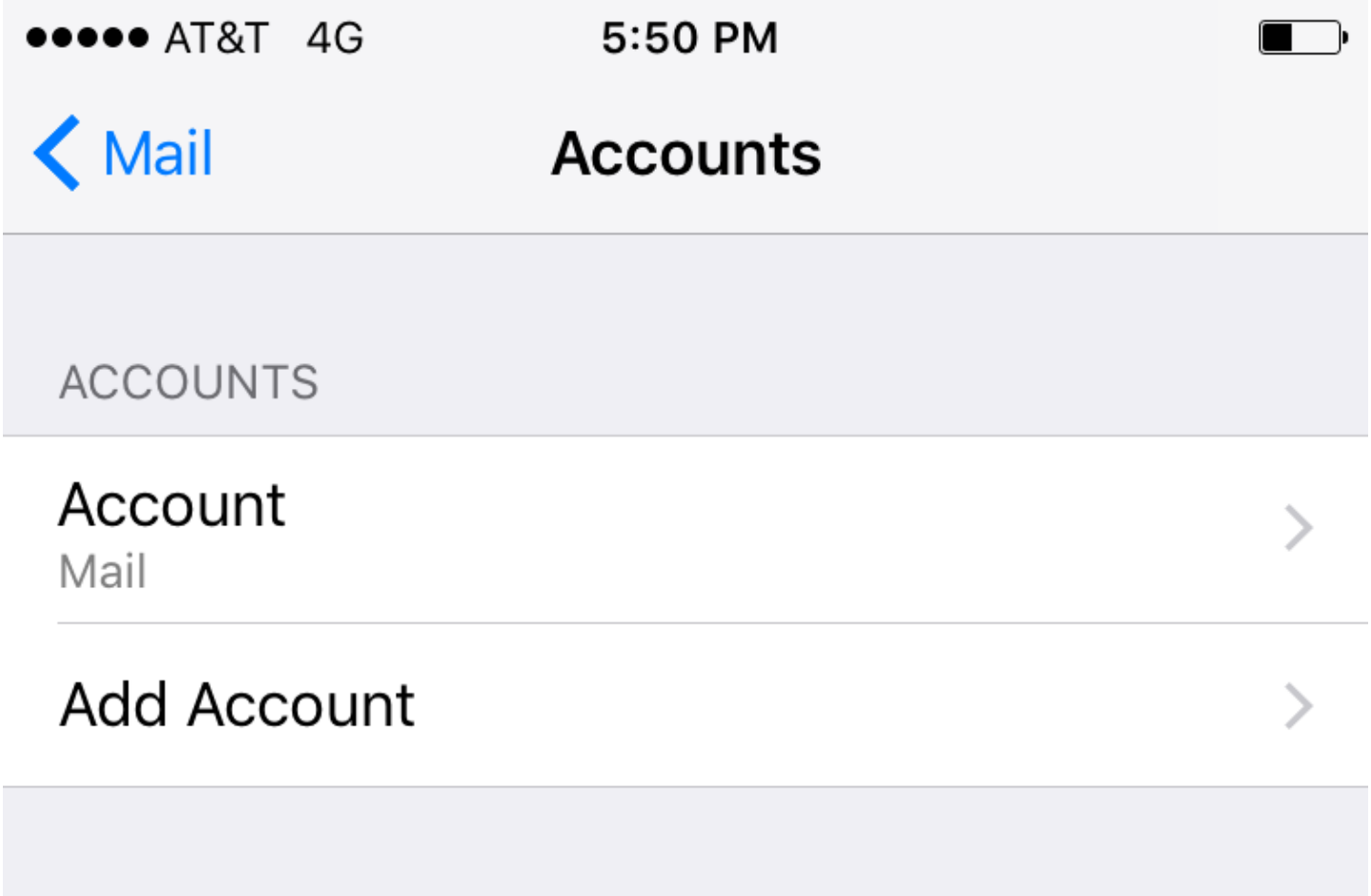
iOS: iPhone (iOS 11 and later - ActiveSync)

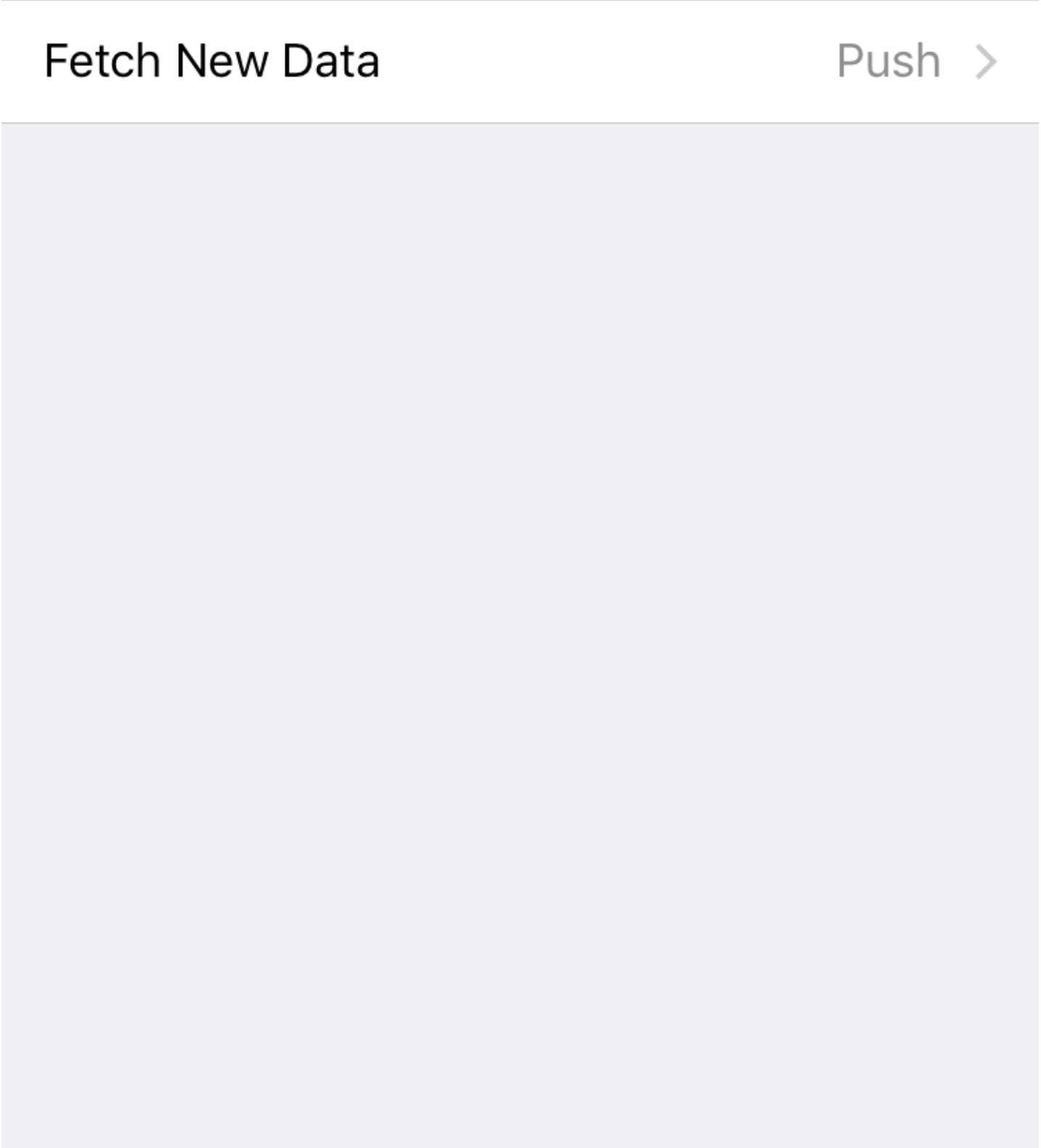
This article will assist you in setting up your iPhone with your Hosted Exchange mailbox. This article assumes that you have iOS 11 installed. If you have a previous version, see our iOS 10 article here (setup/article/19/). We recommend running the latest version of iOS as this will ensure your phone has the latest features and security patches.

1. On the home screen, tap the **Settings** icon.
2. Within Settings, scroll down and tap **Accounts and Passwords**

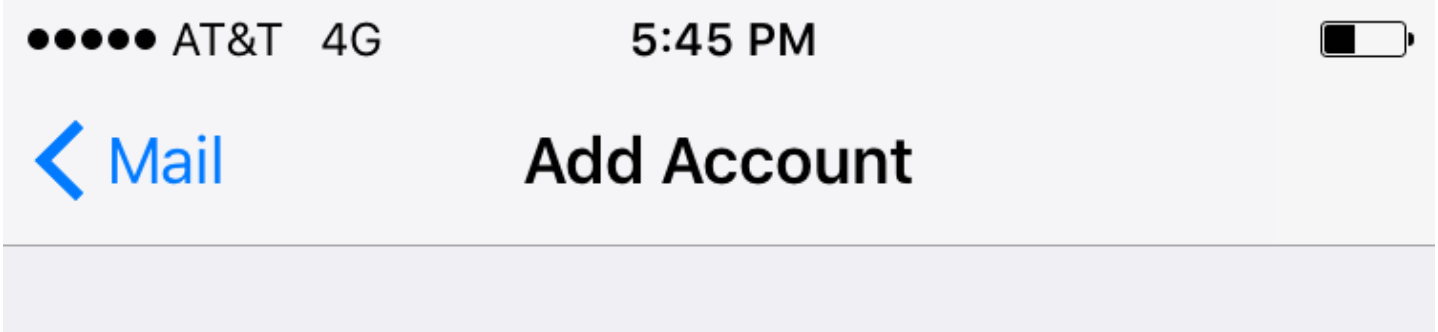


3. Tap **Add Account**





4. Tap **Exchange**



iCloud

Exchange

Google™

YAHOO!

Aol.

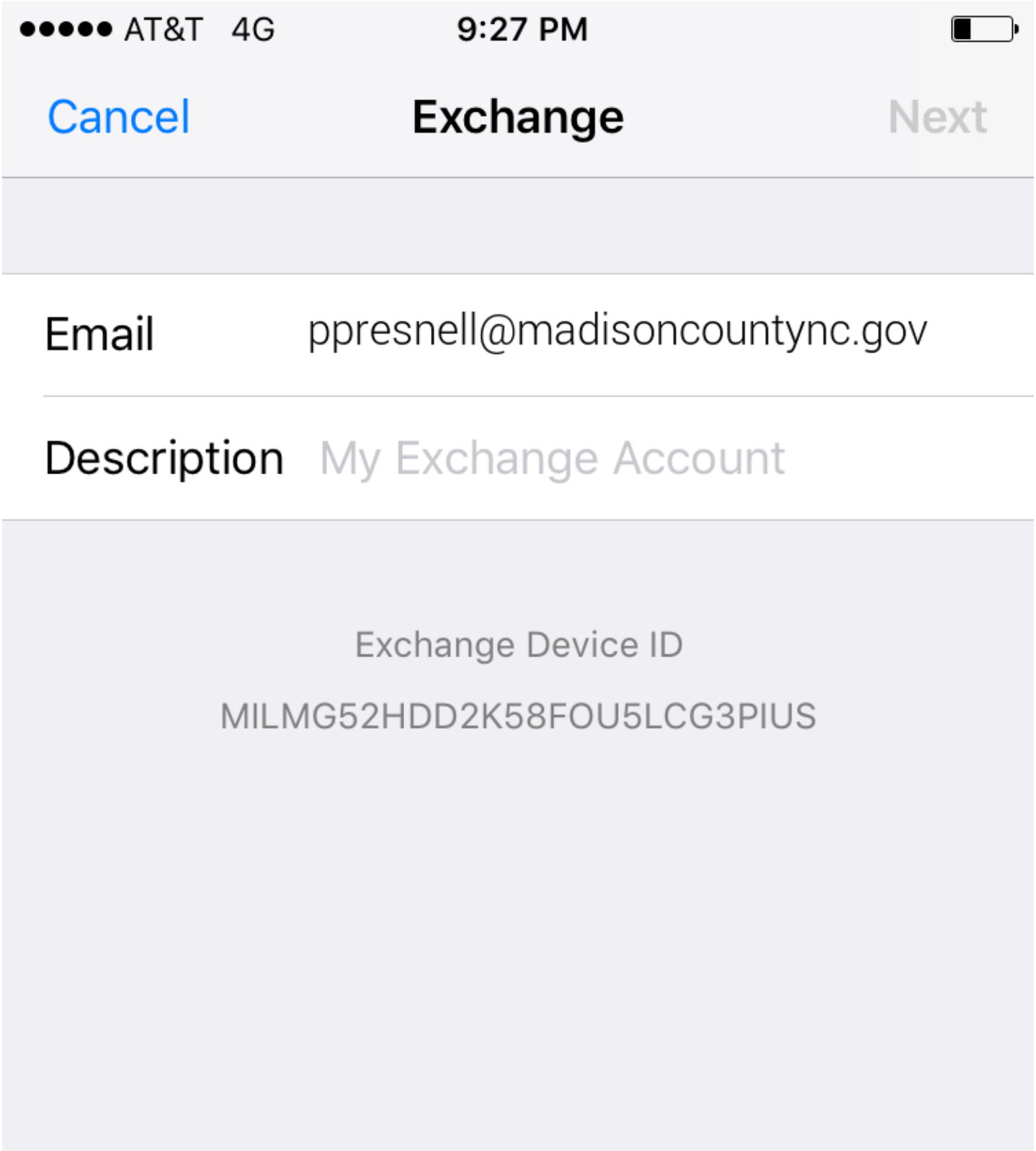
Outlook.com

Other

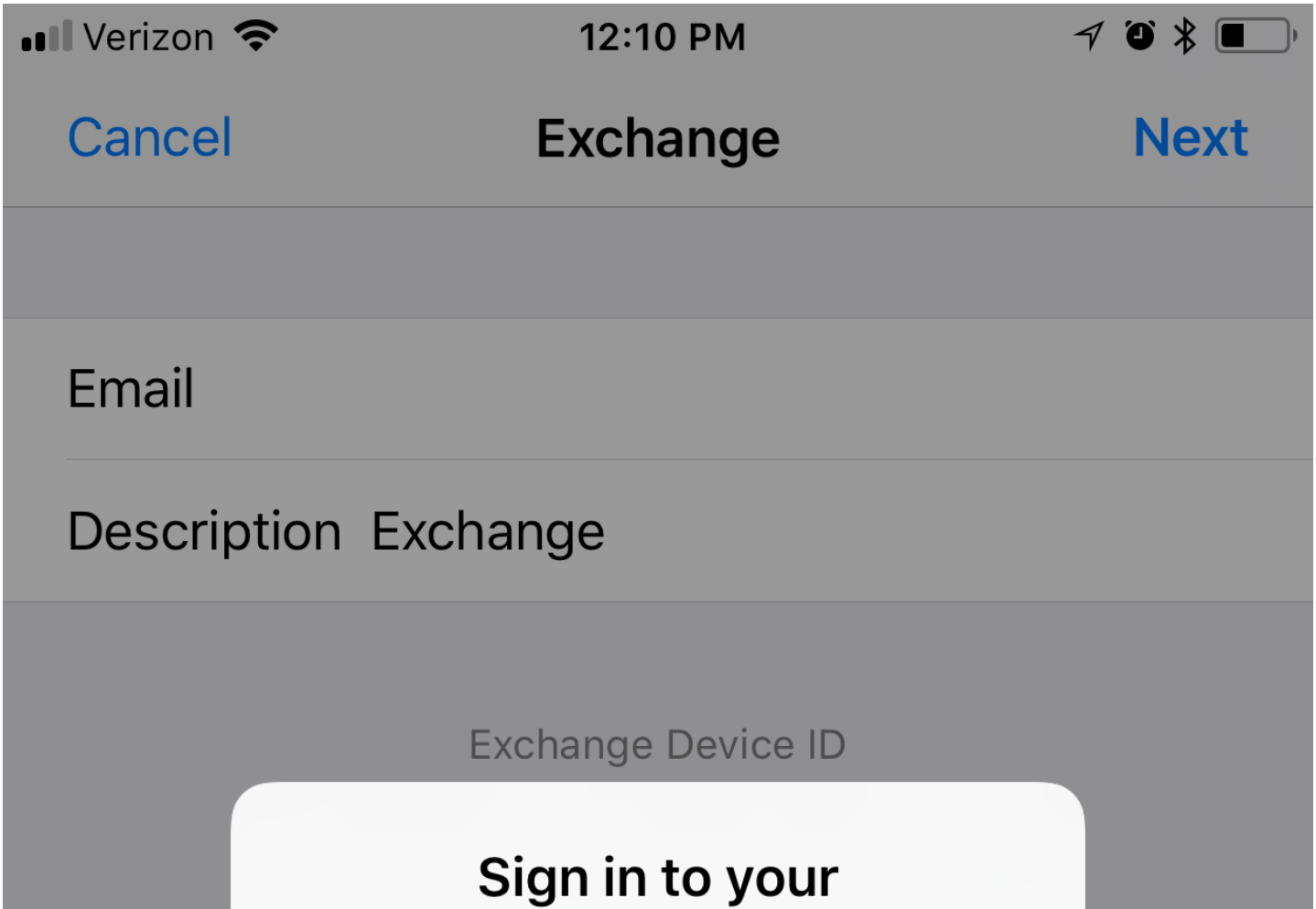
5. Enter the following details:

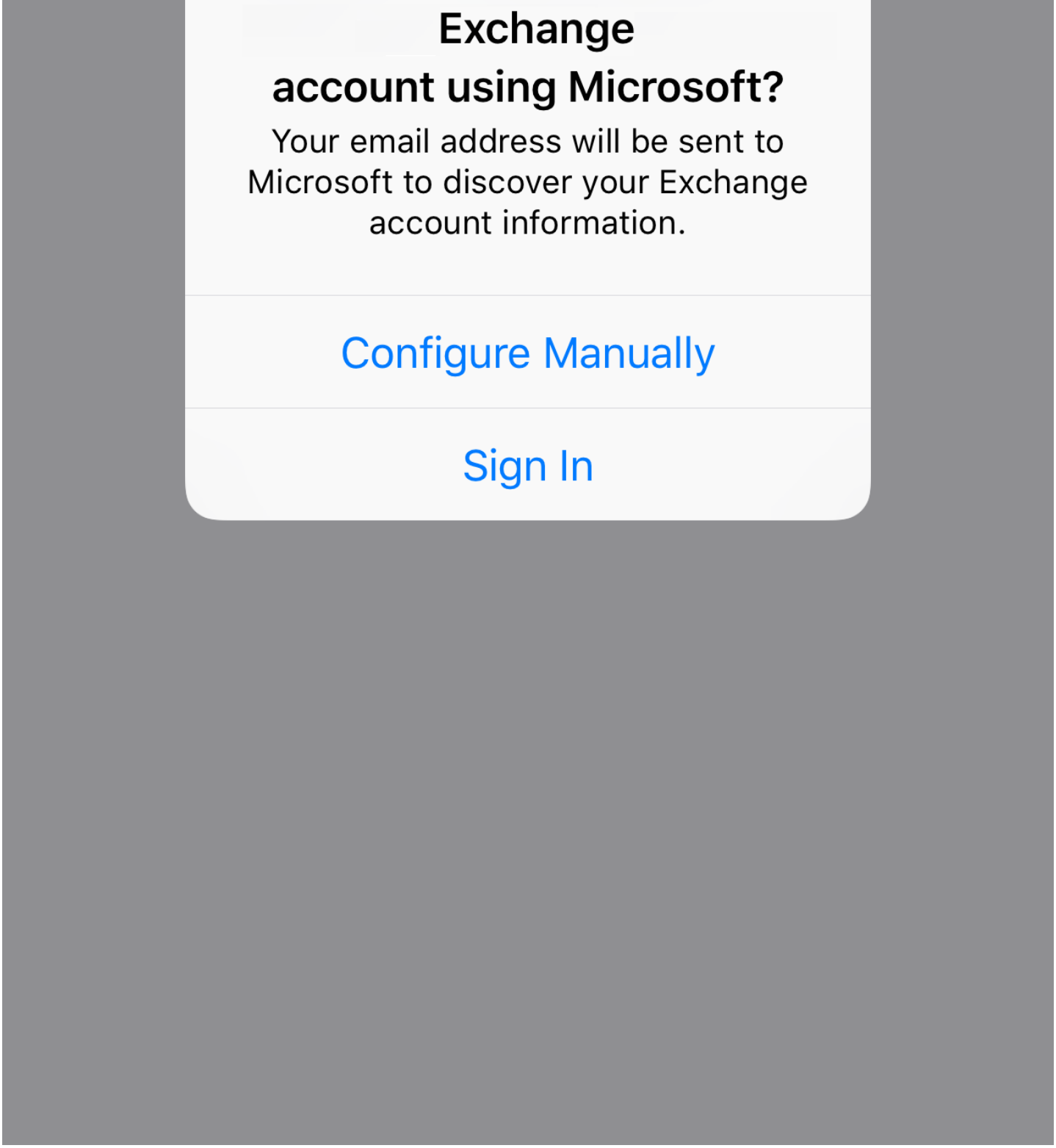
   Email Address: ppresnell@madisoncountync.gov
   Description: Anything you'd like

6. Tap **Next**



7. Tap **Configure Manually**

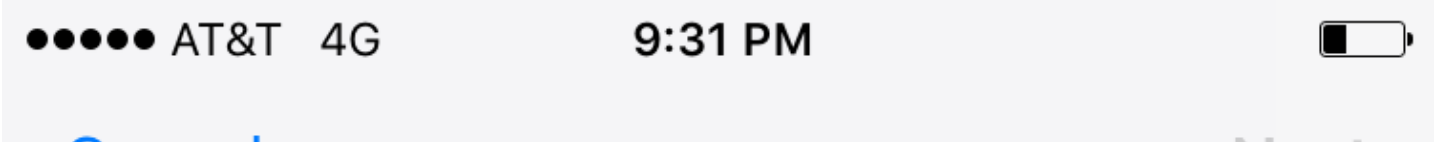




8. Enter the following details:

   Email Address: ppresnell@madisoncountync.gov
   Password: Your mailbox password

9. Tap **Next**



Cancel Next

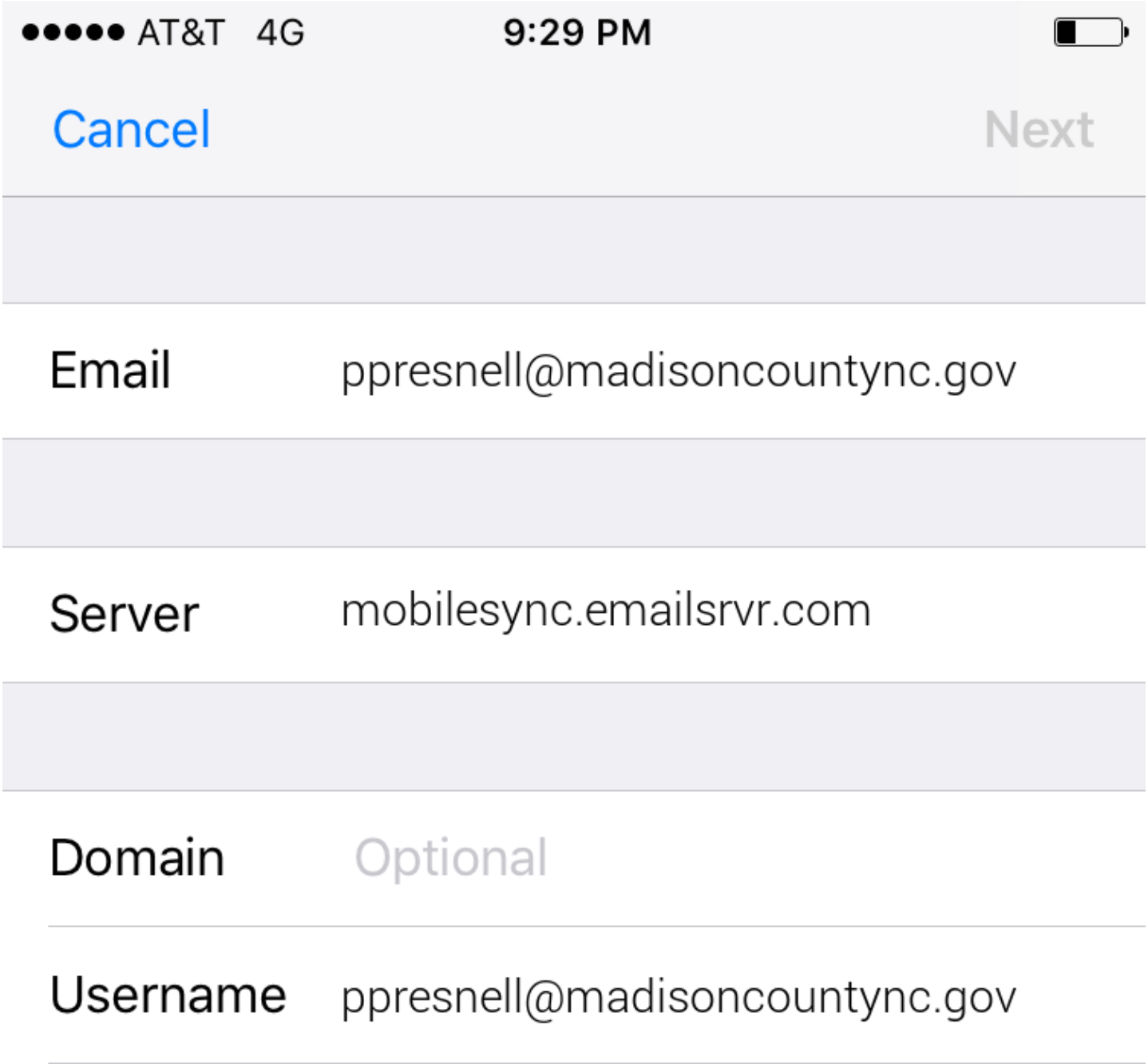
Email	ppresnell@madisoncountync.gov
Password	Required
Description	Exchange

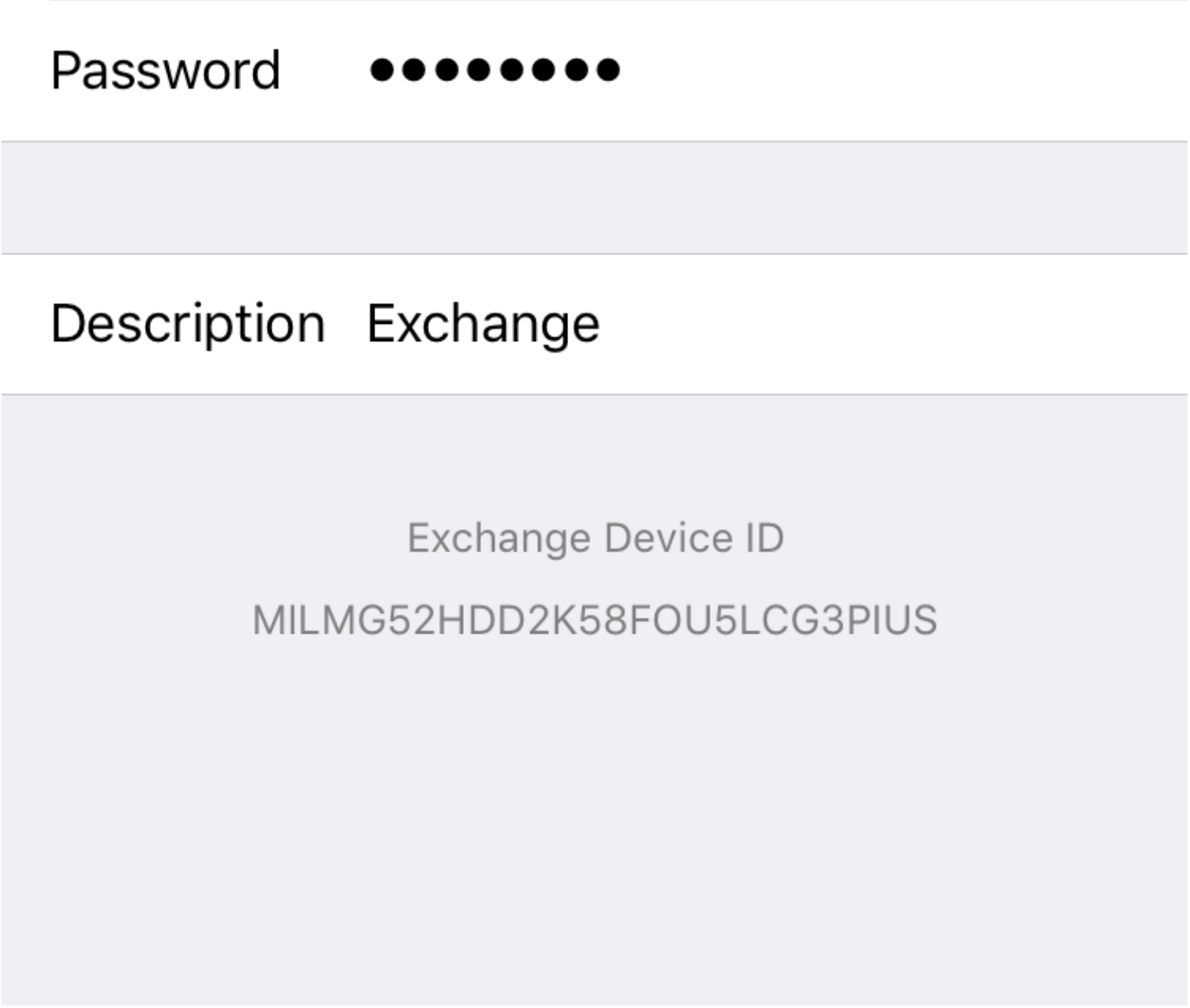
Exchange Device ID

MILMG52HDD2K58FOU5LCG3PIUS

10. Enter the following server information:

Email Address: ppresnell@madisoncountync.gov
Server: mobilesync.emailsrvr.com
Domain: Leave blank
Username: ppresnell@madisoncountync.gov
Password: Your mailbox password

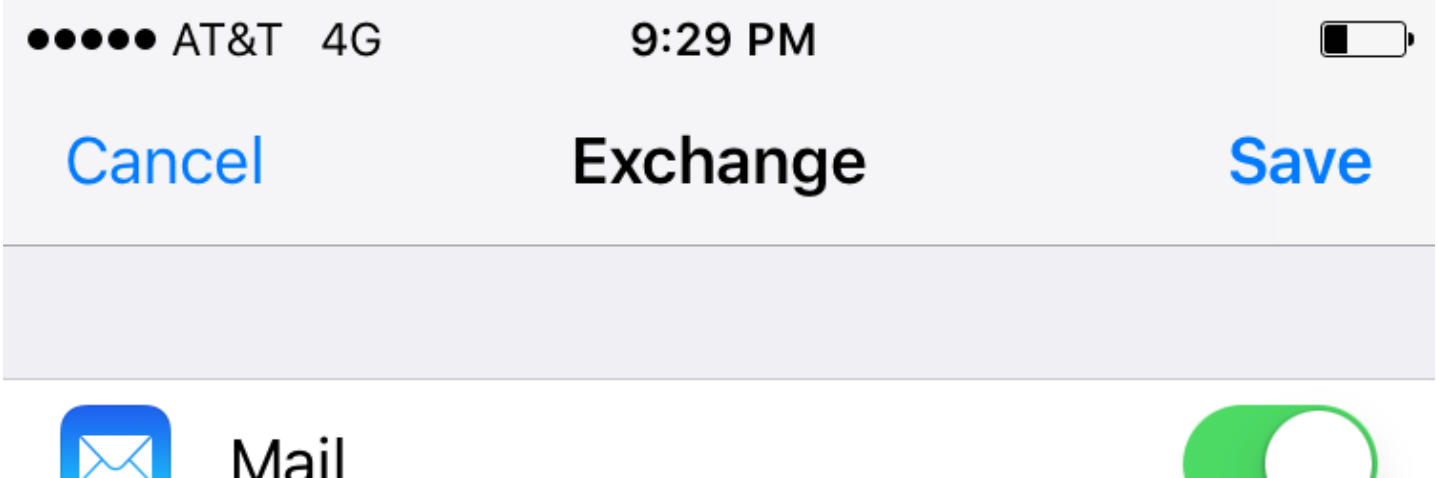


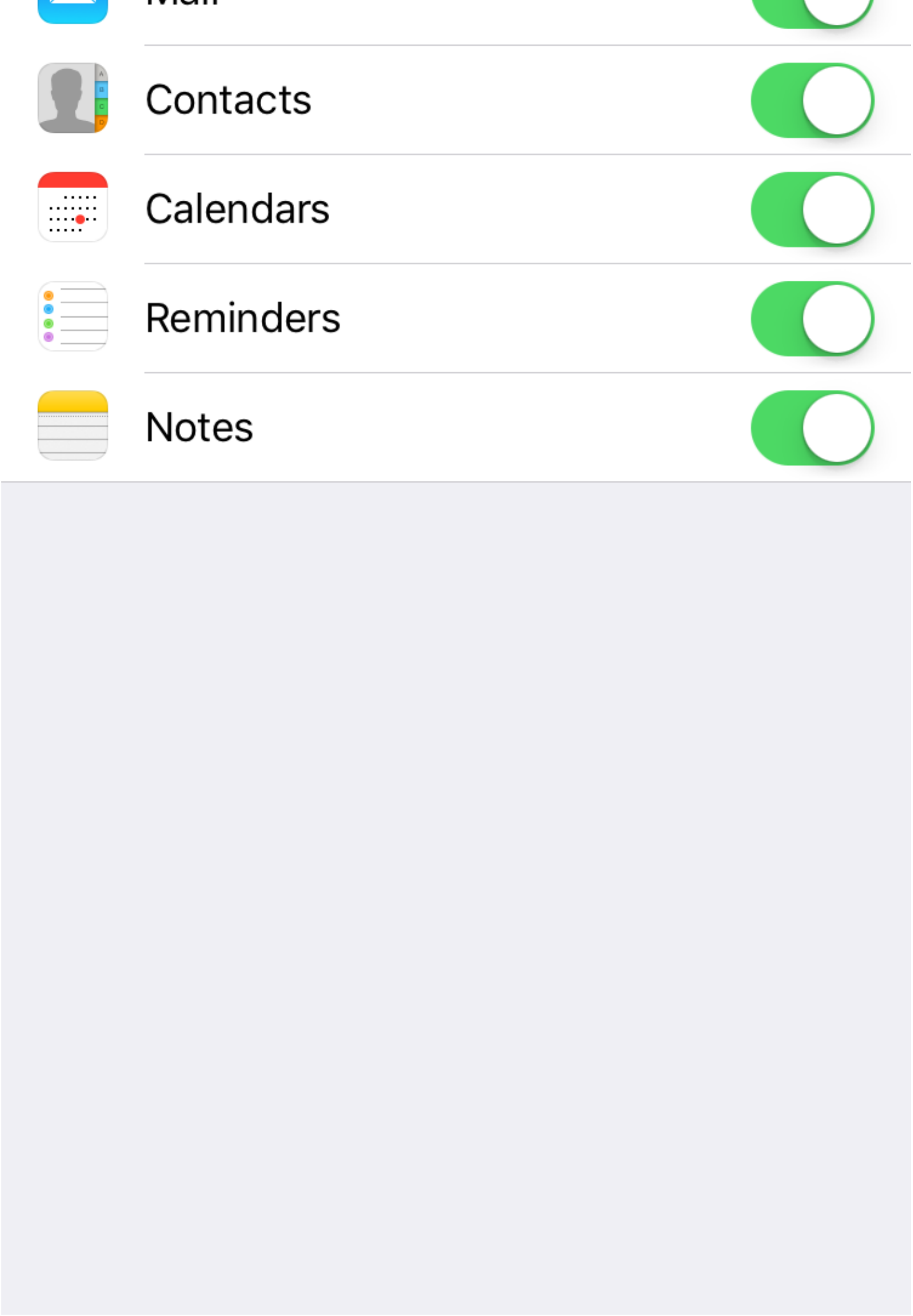


11. Tap **Next**

Cannot verify server? Click me for tips!

12. Select the services that you wish to synchronize and then tap **Save**




Contacts
Calendars
Reminders
Notes

13. Once saved, head over to the Mail app to access your email.

    Note: If you have a large mailbox, it may take several minutes before email appears. Please wait at least 15 minutes before troubleshooting.

Don't forget about your other devices! Click here (/setup/qa/) to set up a computer, tablet, or phone.

Have another computer, tablet, or phone to set up? Go to https://emailhelp.rackspace.com! We have set up articles for most current devices.