

How to add Lynn Exchange account to your mobile device

After going live with Azure MFA on January 6, 2022, we have discovered a policy that is affecting the Apple Mail and Calendar apps. In order to resolve this issue, please follow the instructions below.

Use these instructions when setting up your Lynn Exchange Account on your iOS device.

Please note, this change has not affected the functionality of the Desktop or Outlook apps.

Before you begin, please be sure you are on the latest version of iOS.

To check your iOS version:

1. Open the **Settings** app
2. Select **General**
3. Then tap **Software Updates**
4. If not up to date, tap **Download and Install**, then follow the prompts to complete the installation

Step-by-step guide

Instruction for users on how to add Lynn University Exchange Account:

1. On your iOS device
 - a. Go to Settings, Scroll Down to Mail and select it
 - i. If you do not have mail, you can also choose Calendar and select it
 - b. Select Accounts
 - c. Select Add Account
 - d. Select Microsoft Exchange
 - e. Type in your Lynn Email address
 - i. Do not change the description, leave it as "Exchange"
 - f. Press Next
 - g. Select Sign-In - ***DO NOT CHOOSE "MANUAL"***
 - h. Sign in with Lynn SSO screen.
 - i. Approve Microsoft Authenticator push, when prompted (may occur twice)
 - j. Select Approve
 - k. Select Save to finish

After following these steps, allow approximately 15 minutes for your email and calendar to populate.

If you continue to have issues, please click on this link and open an IT issue - <https://services.lynn.edu/servicedesk/customer/portal/4/create/235>.



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