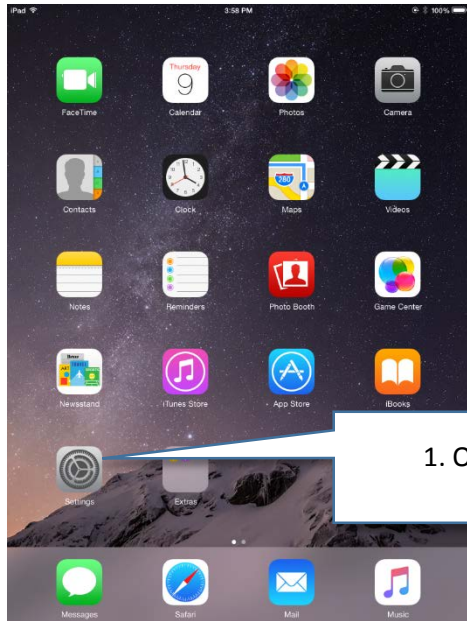


## Already Have DOE Email on an iPhone or iPad

If you have been getting your DOE Email on your iPhone or iPad, moving to Office 365 should be easy. Just make sure that your FULL DOE EMAIL is listed as your "Username"—that means adding "@schools.nyc.gov" to the username on your device.

Follow the screenshots below to see how to make that change:

### 1. Verify the existing account

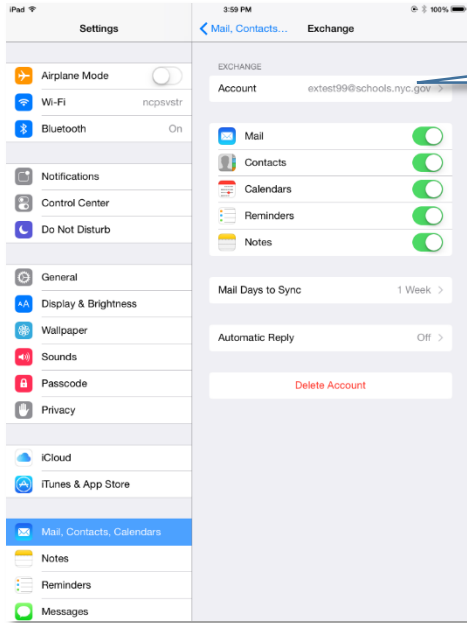


1. Open Settings

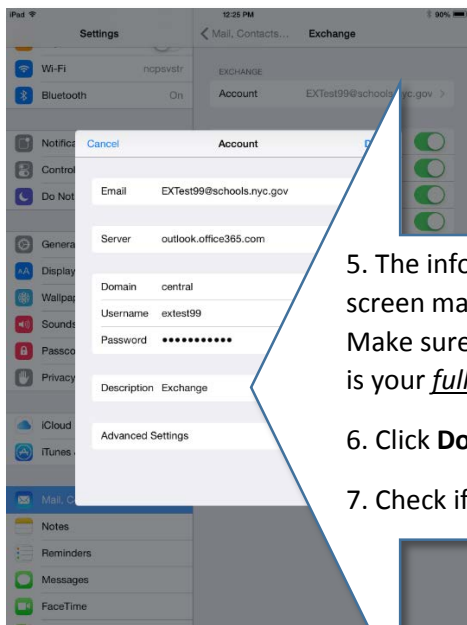


3. Click Exchange

2. Click Mail, Contacts, Calendars



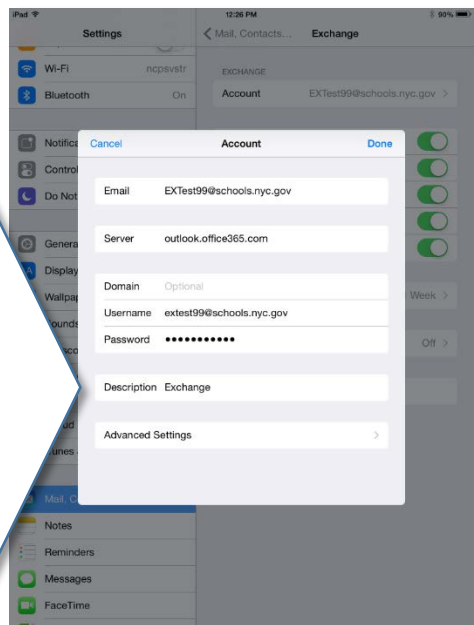
4. Click **Account**



5. The information on this screen may not be correct. Make sure that your username is your *full email address*.

6. Click **Done** when complete.

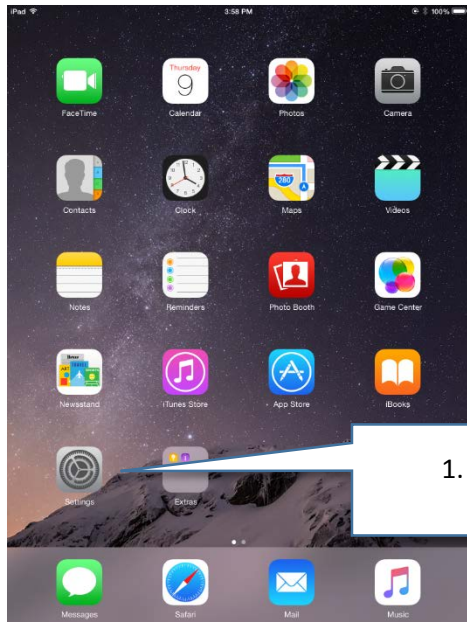
7. Check if you can get mail.



## Troubleshooting

Added the full email address to your username, but still not able to get your DOE email?  
You'll have to delete and recreate the account.

### 1. Delete the existing account

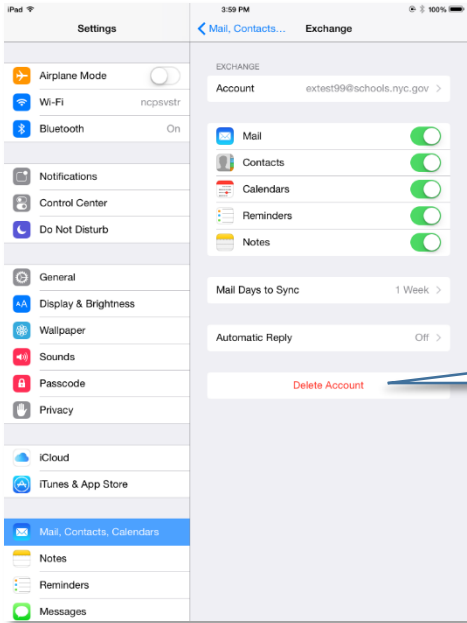


1. Open Settings

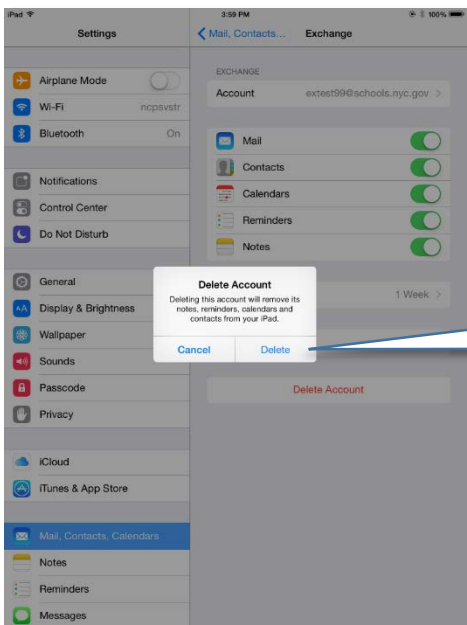


3. Click Exchange

2. Click Mail, Contacts,  
Calendars



4. Click **Delete Account**



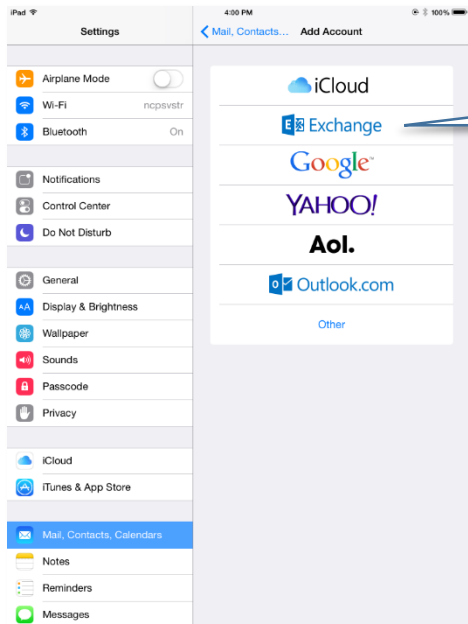
5. Click **Delete**

## 2. Add DOE email to your IOS device

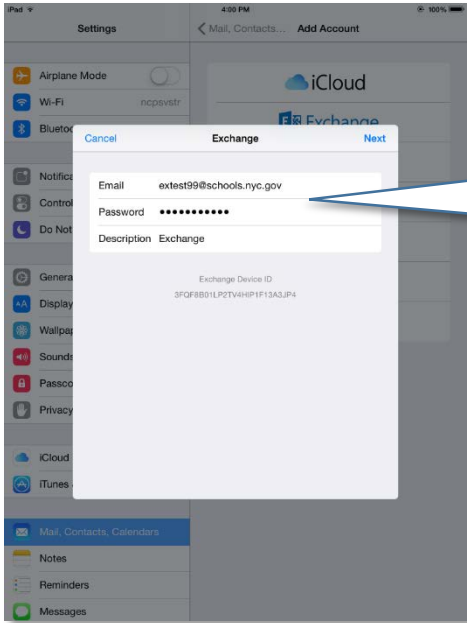


2. Click **Add Account**

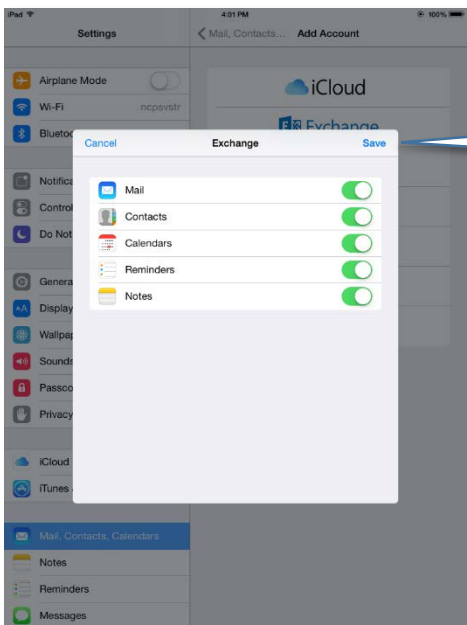
1. Click **Mail, Contacts, Calendars**



3. Click **Exchange**



4. Enter your full email address and password and click **Next**



5. Click **Save**



6. The Exchange account should now appear

7. If it doesn't show up, let the [Office 365 support team](#) know.