

iPhone Email App Troubleshoot:

NOTE: Please do a Software Update, in order for MFA to work. Outlook Mail app as alternative to not doing Software Update.

Once MFA is enabled for Office 365. Your mail app will require you to sign in again and you will need enter a verification code **ONCE**.

The verification code will be sent to you via the following depending on your setup method:

- Text message to your mobile device
- Phone call to your office phone

You may have to re-enter your email address (username@sacredheart.edu)

Then enter your password

9:22 📶 🔋

[Cancel](#) 🔒 login.microsoftonline.com 🔄

 Microsoft

← ██████@mail.sacredheart.edu

Enter password

Password

[Forgot my password](#)

[Sign in with another account](#)

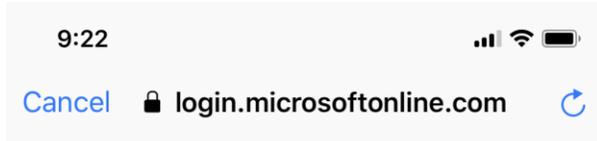
[Sign in](#)

©2018 Microsoft [Terms of use](#) [Privacy & cookies](#)

[<](#) [>](#) [📄](#) [🕒](#)

After you enter your password, click sign

If this prompt appears, click Accept and continue



██████████@mail.sacredheart.edu

Permissions requested

iOS Accounts

This app would like to:

- ✓ Access your mailboxes
- ✓ Sign you in and read your profile

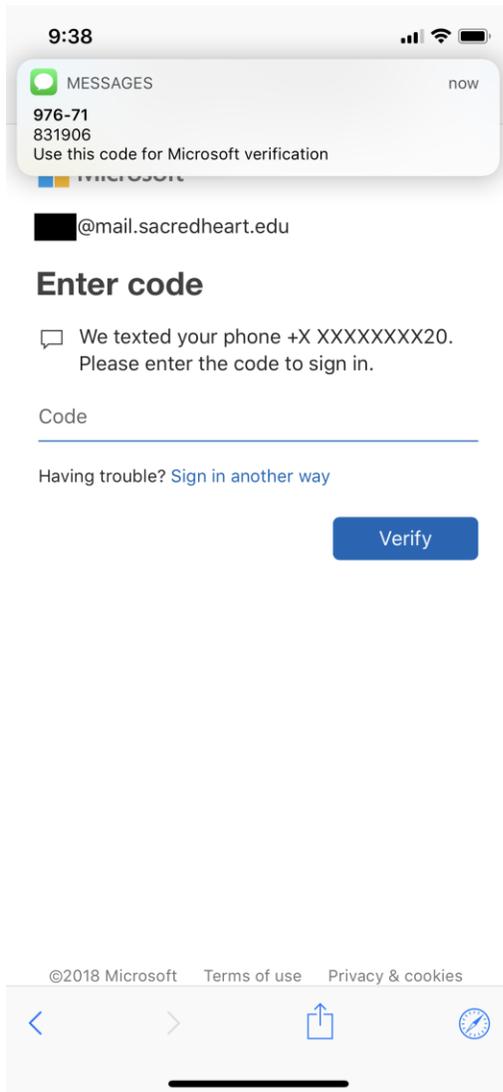
Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)



After your click Accept, you will see this

A code will be sent via text message to your mobile device (see example below)

Enter that code



After you enter your code, click Verify

Now you're all set and have access to your email via iPhone mail app

If you need any assistance, please contact the Factory at 203-365-7575