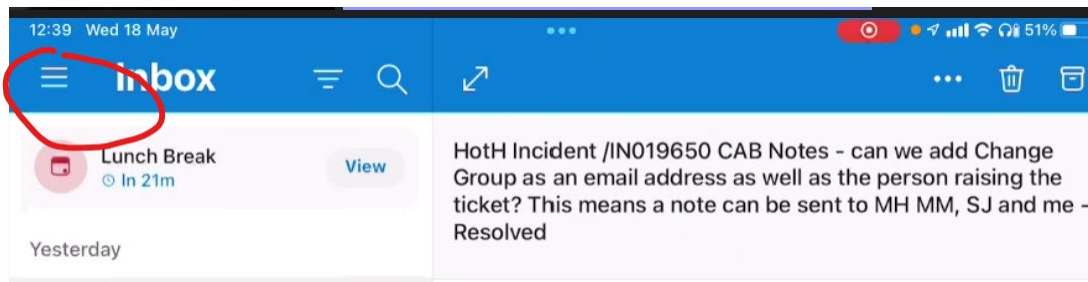
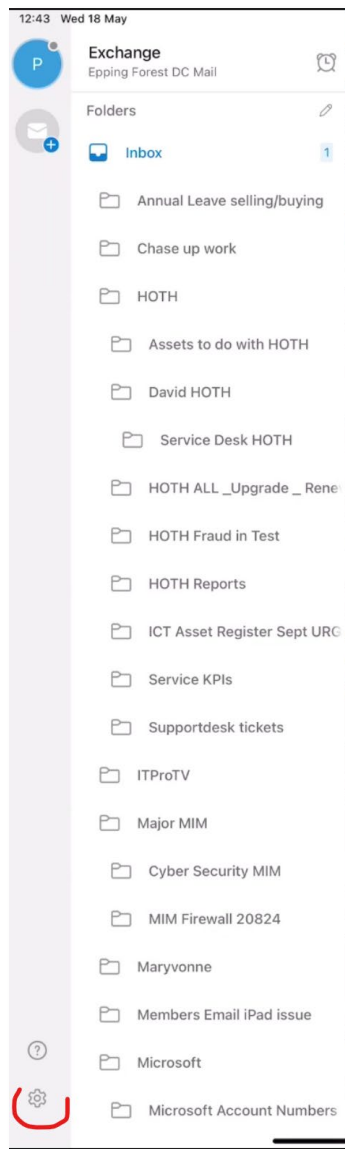


Process for updating email account to modern authentication

1. **Open** the “Outlook” app on your EFDC Corporate iPad.
2. **TAP** on the three parallel lines (in the top left-hand corner) to open the Menu below.

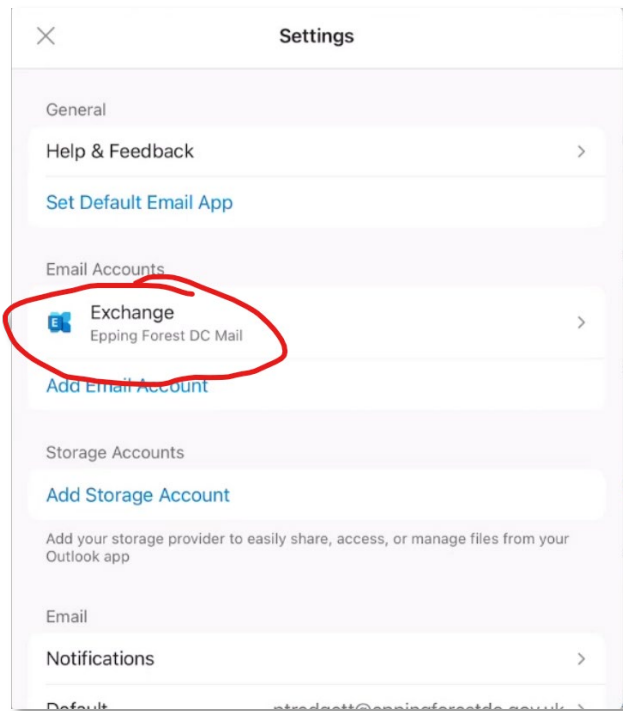


3. **TAP** on the cog icon (in the bottom left-hand corner) to open Settings.

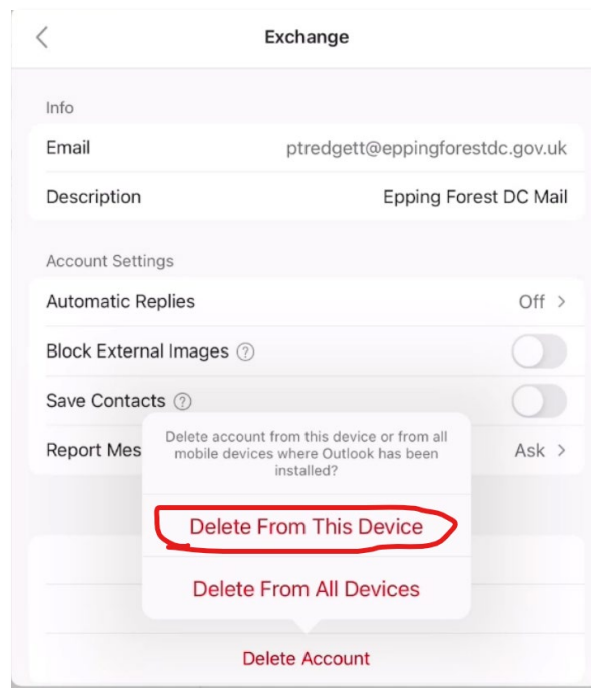


Process for updating email account to modern authentication

- IF you see the email account shown as “Exchange” with a blue icon as shown below; **TAP** on it.

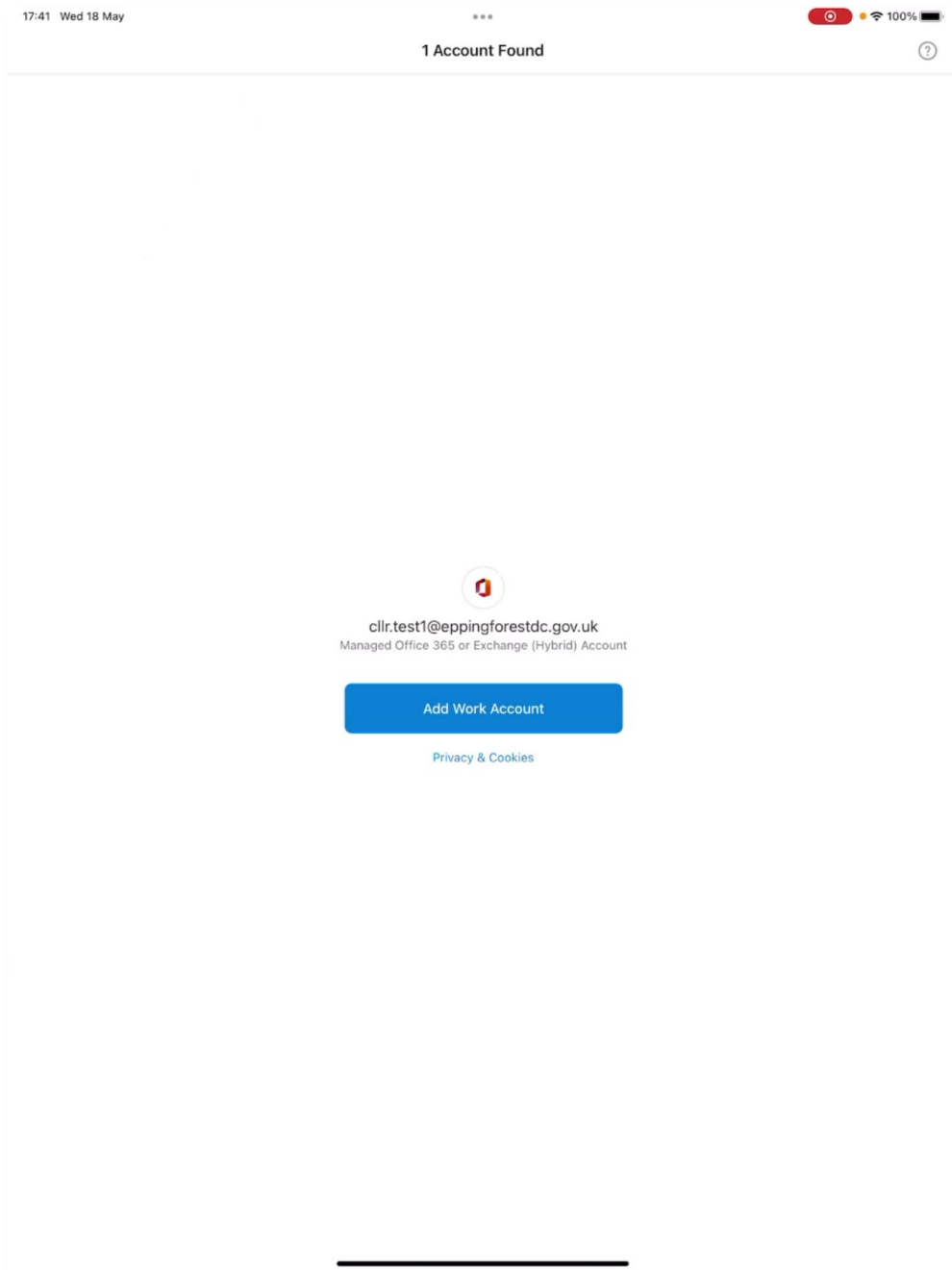


- Scroll** all the way down to the bottom and **TAP** on “Delete Account”, **THEN TAP** on “Delete From This Device”.



Process for updating email account to modern authentication

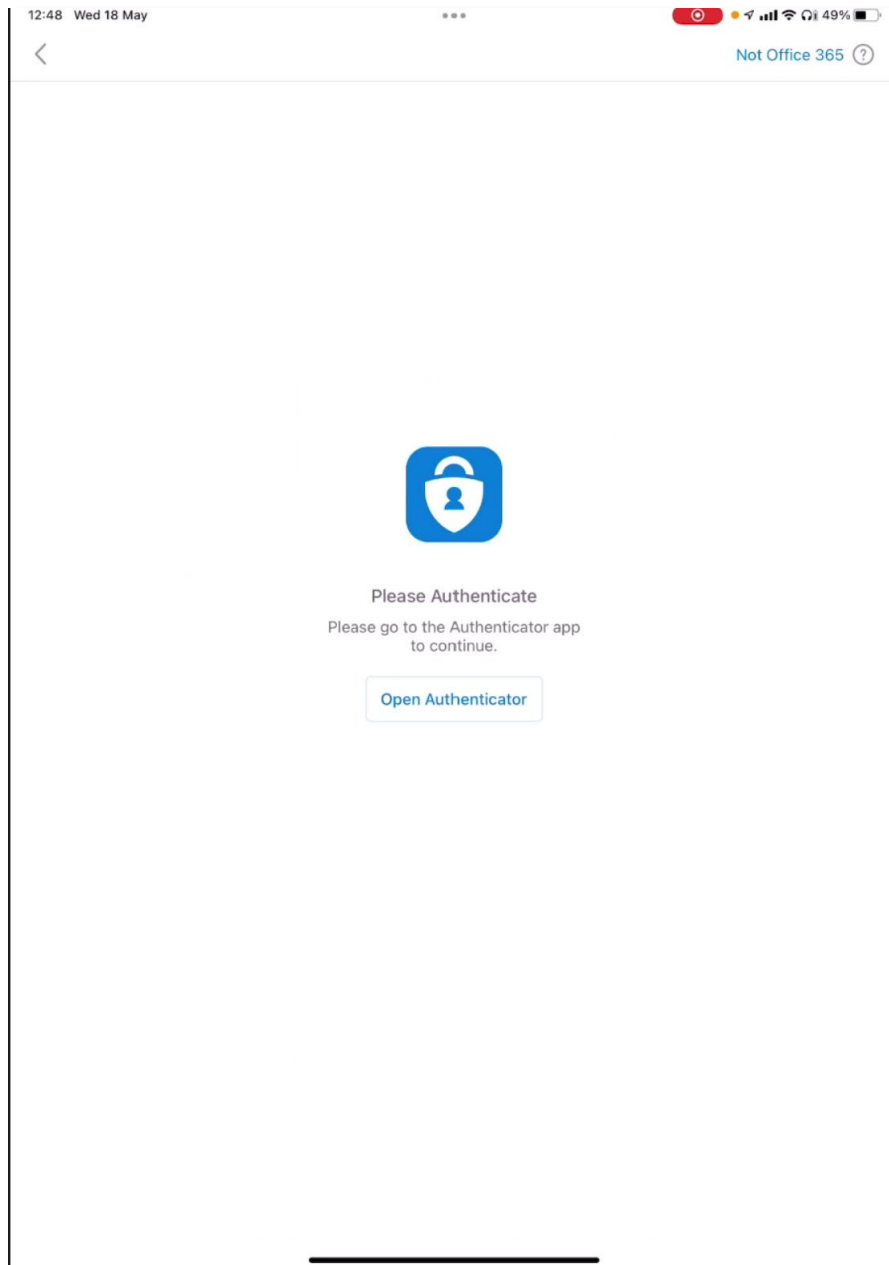
6. Now **TAP** on “Add Work Account” shown below your email address and the **RED** icon.



PLEASE NOTE: IF you see “Add Account” for a “Managed Exchange Account” with a **BLUE** icon, turn your iPad off and on again (by pressing the two buttons on the adjacent corners of the iPad) OR ALTERNATIVELY wait for 30 minutes then reopen the Outlook app.

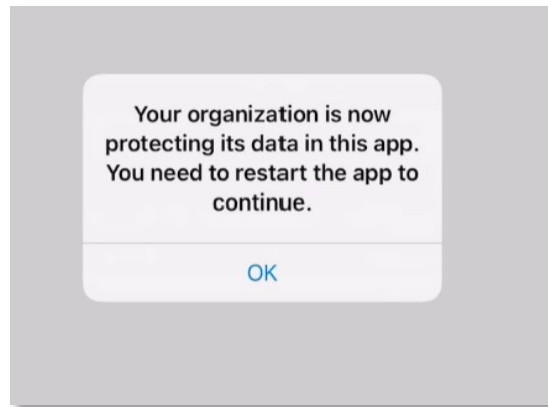
Process for updating email account to modern authentication

7. Enter your EFDC email address and account password if asked to do so (contact the Service Desk if you don't know what this is).
8. If you are asked to authenticate as shown below; **TAP** on "Open Authenticator".



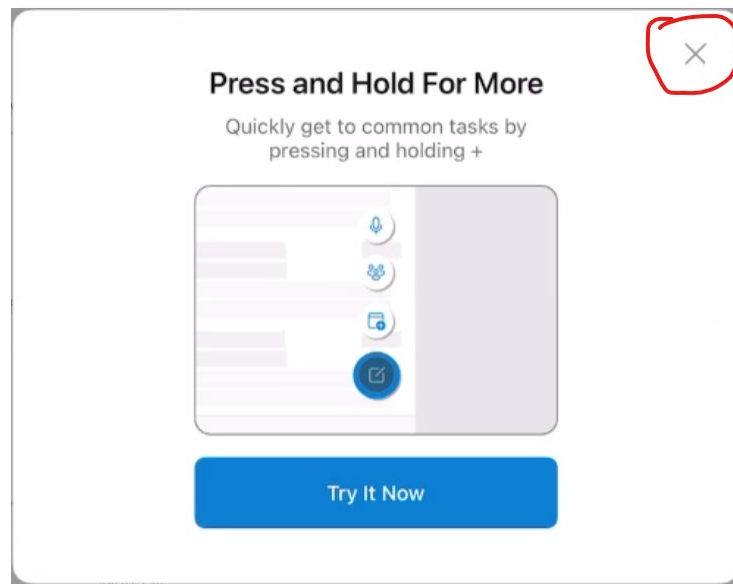
Process for updating email account to modern authentication

9. The system will display some prompts like the one shown below. **TAP** “OK” on each of them.



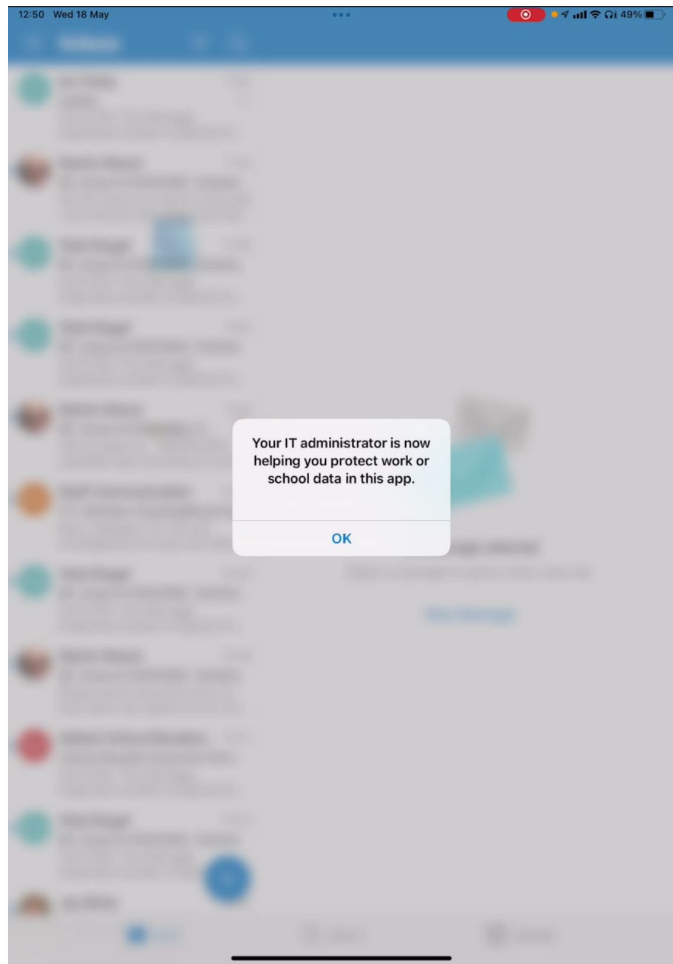
10. You will be returned to the Home Screen. **Open** the “Outlook” app again to resume the process.

11. You may see some tips appear for using Outlook; you can skip them by **TAPPING** on the “X” icon in the top right-hand corner.



Process for updating email account to modern authentication

12. You may be presented with some further prompts, like the one below that reminds you that your email is protected by EFDC policy. **TAP** “OK” on each of them.



13. You can test your email is working by sending yourself an email to and from your personal/private email address. IF you receive the email, then the process is complete, and your emails will appear on screen. IF you don't receive the email within 30 minutes of sending/receiving please contact the Service Desk on 01992 564 888.