

DELETE AND RE-ADD YOUR COUNTY EMAIL ADDRESS TO CELLPHONES

HOW TO GUIDE: FOR IOS MAIL APP, OUTLOOK APP, AND ANDROID EMAIL APP



CLICK THE CORRESPONDING LINK BELOW TO JUMP TO THOSE INSTRUCTIONS

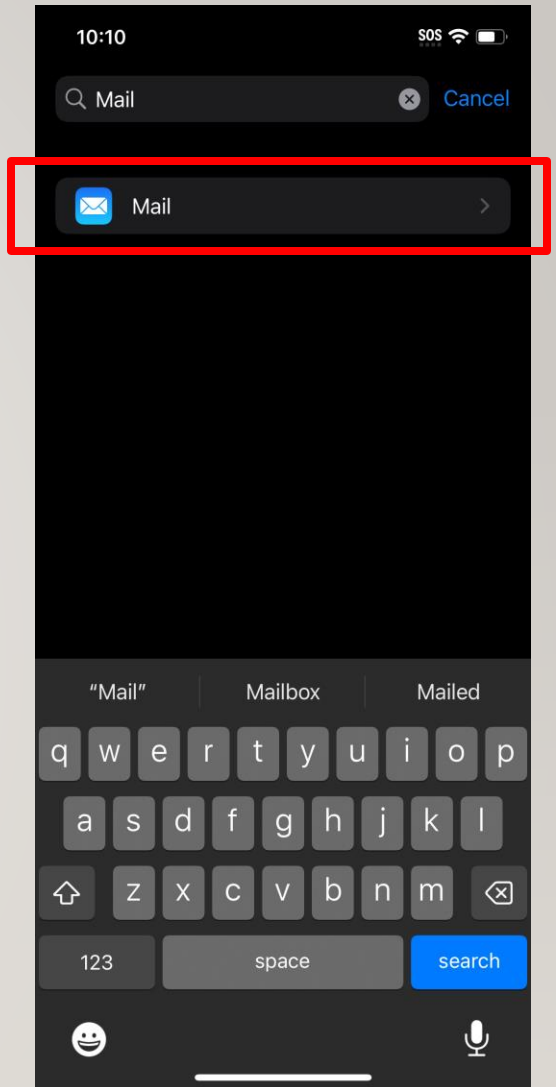
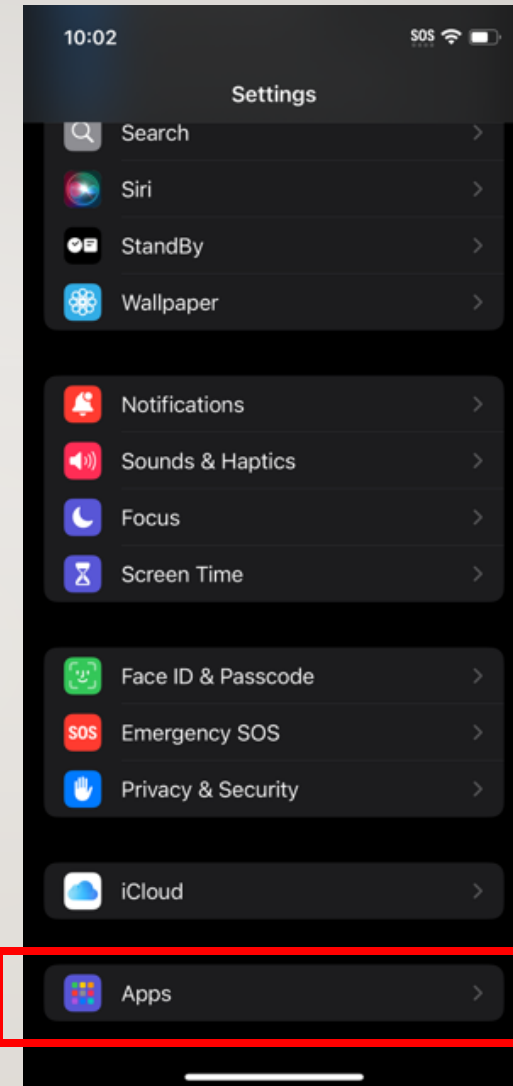
- [iPhone iOS Mail App](#)
- [Outlook App \(same for both iPhone & Android\)](#)
- [Android Email App](#)
- As always if you have any issues please contact the helpdesk by calling #716-753-4281, emailing ISHelpdesk@chqgov.com or submit a ticket online at <https://support.chqgov.com/home>

IPHONE MAIL APP

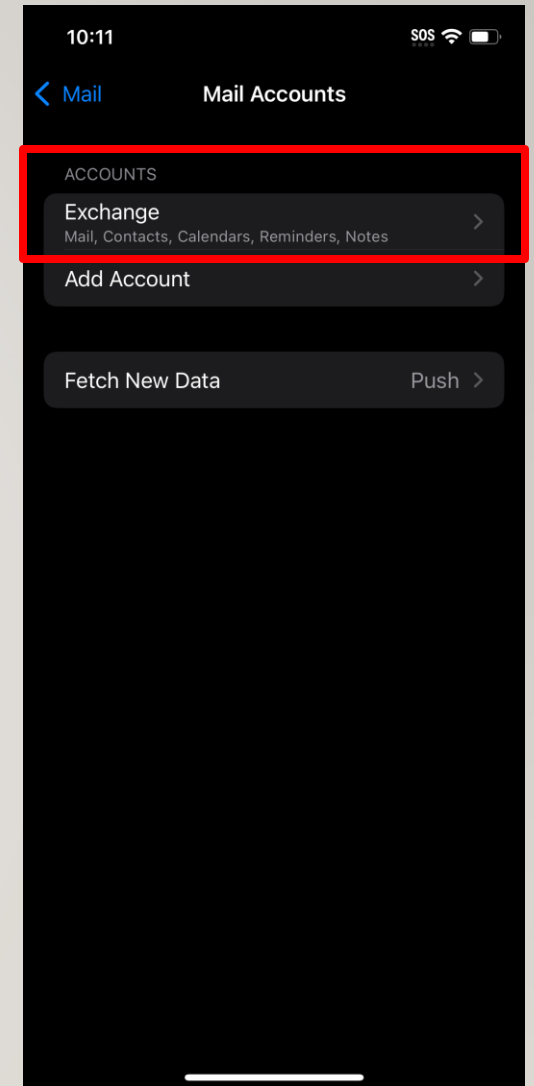
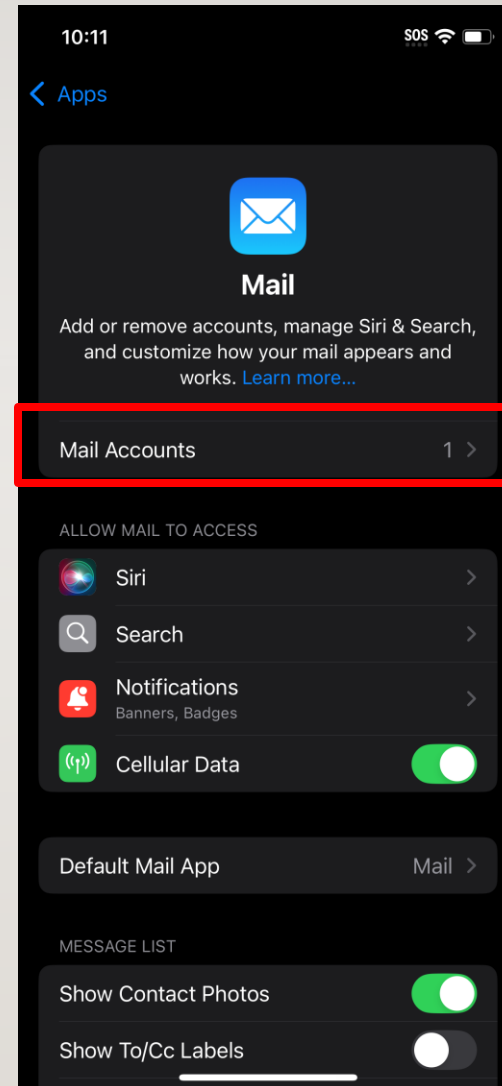
- Open the **Settings** icon on your iPhone



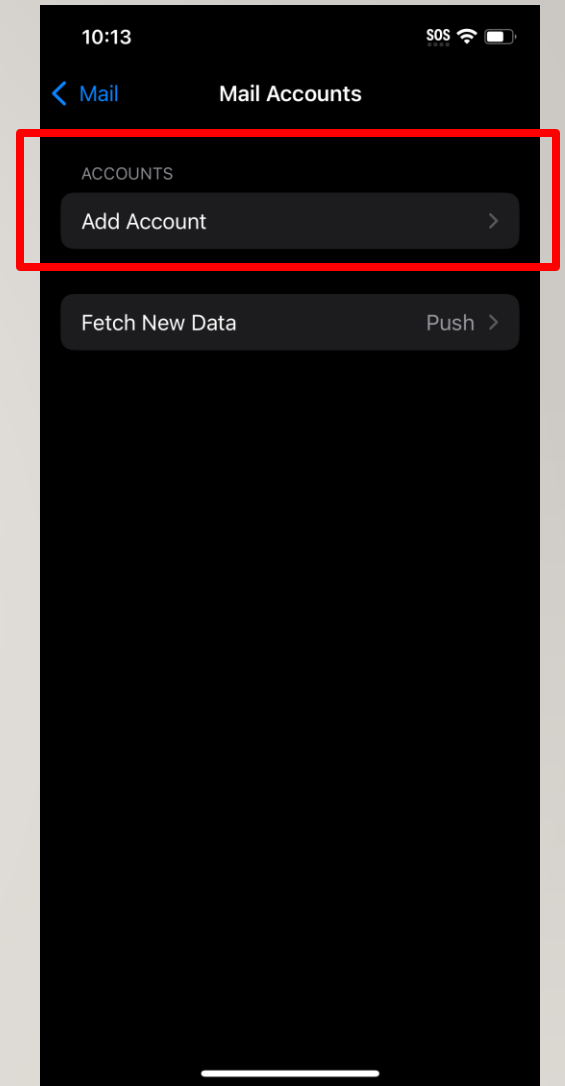
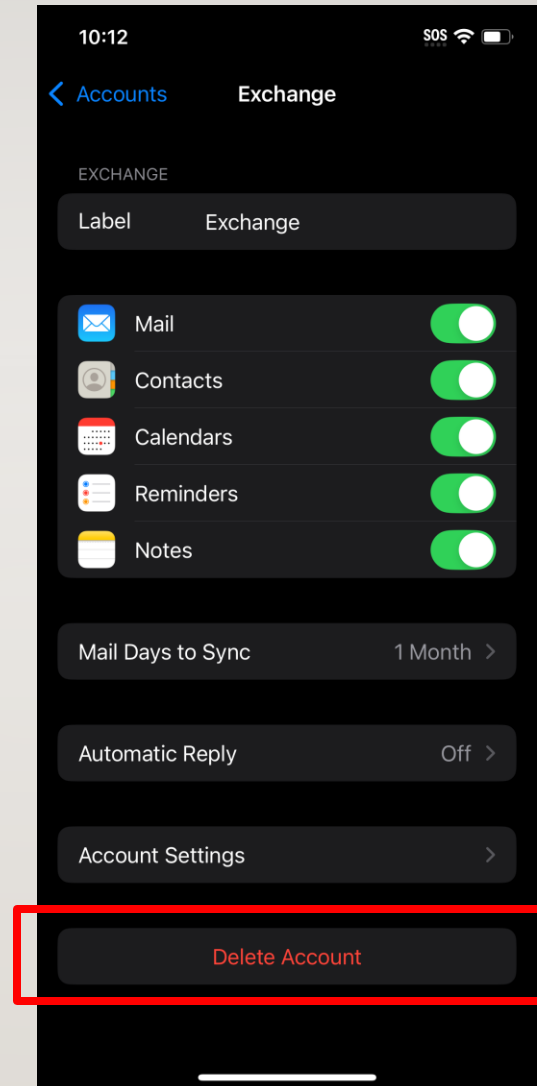
- Scroll all the way down to **Apps** and tap to open
- When you open Apps they will be listed in alphabetical order. You can scroll down to M for **Mail** or type it in the search bar at the top.
- Tap to open the **Mail** app settings



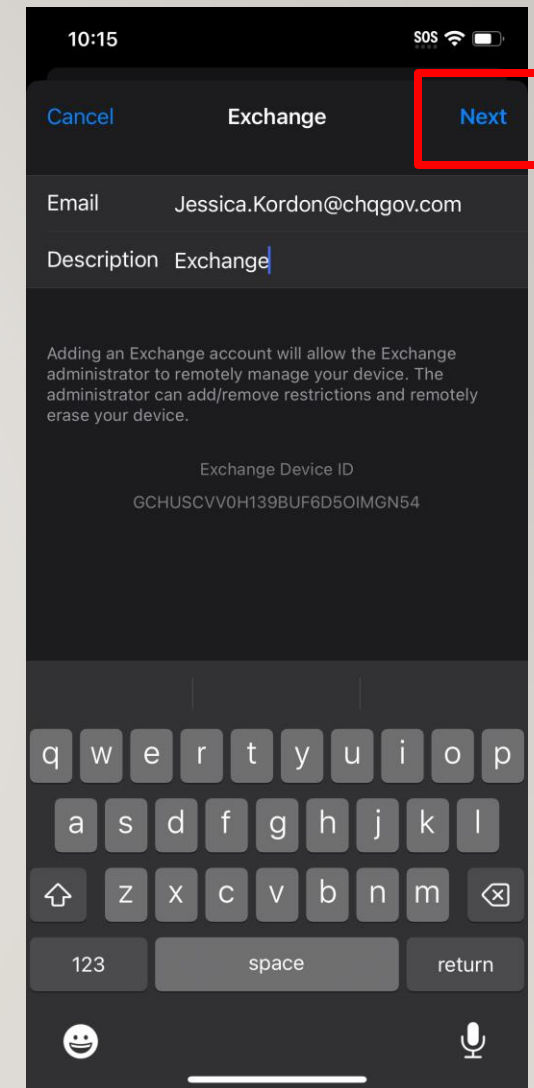
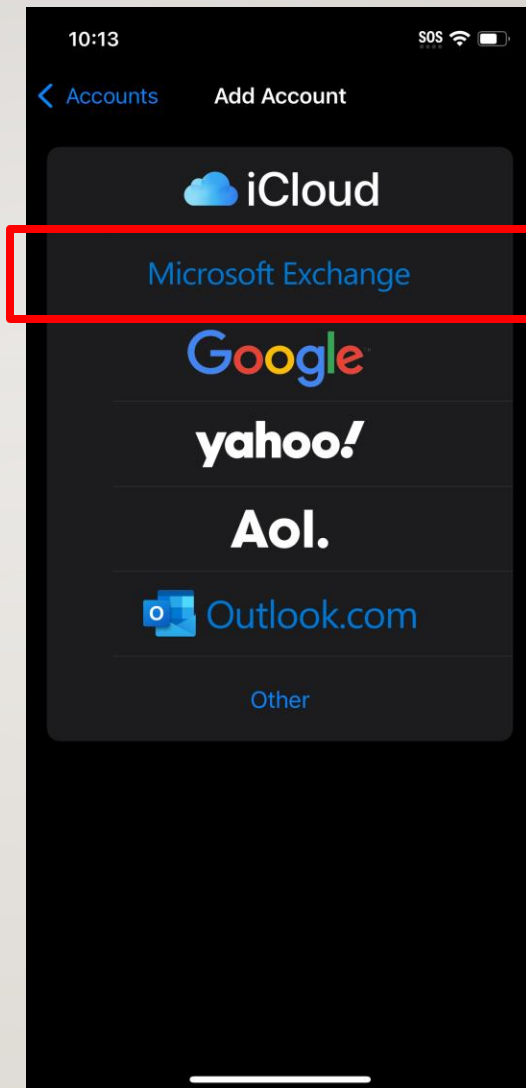
- Tap to open '**Mail Accounts**'
- You have to choose your county email account, which by default is called '**Exchange**'. However, you may have named it something else like '*Work*' or '*Work Email*'



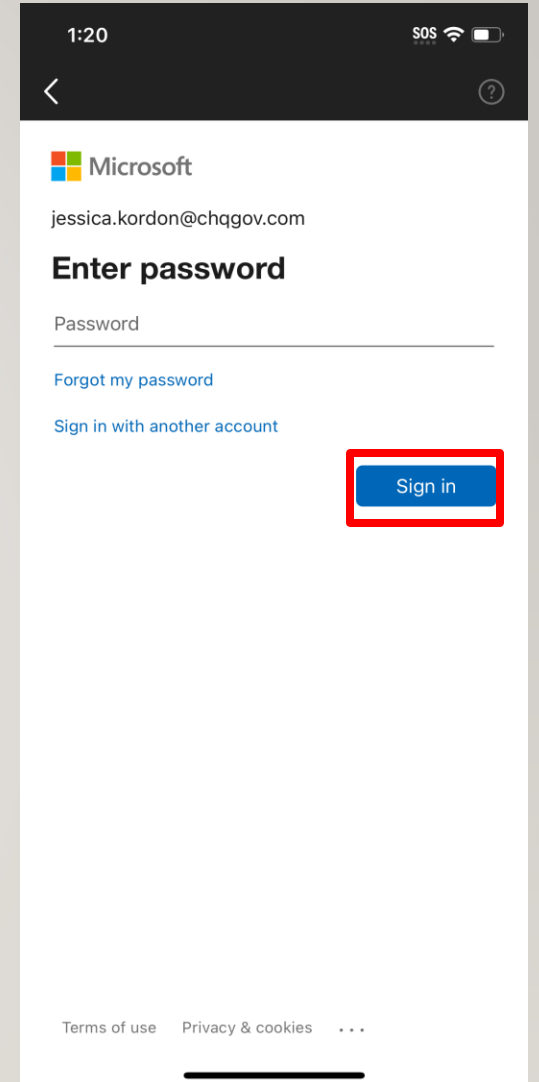
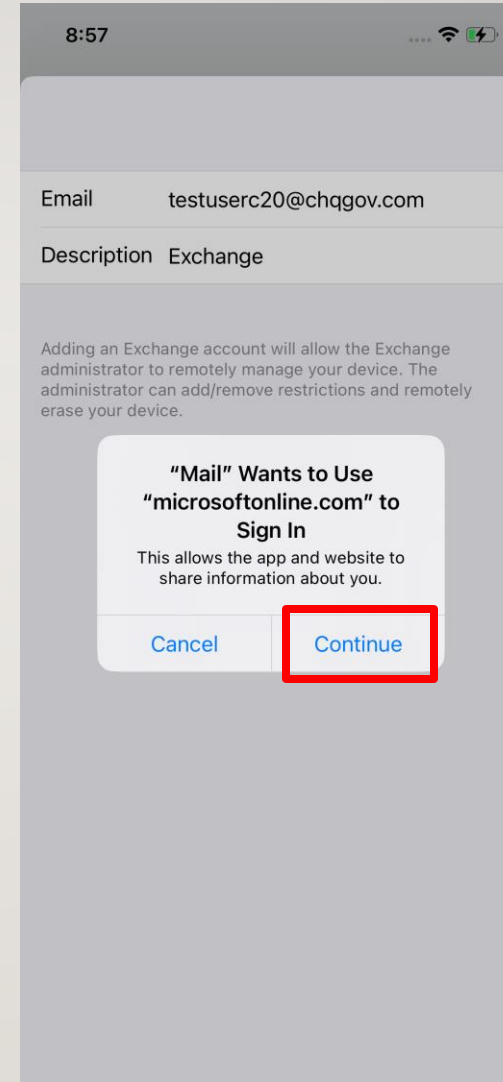
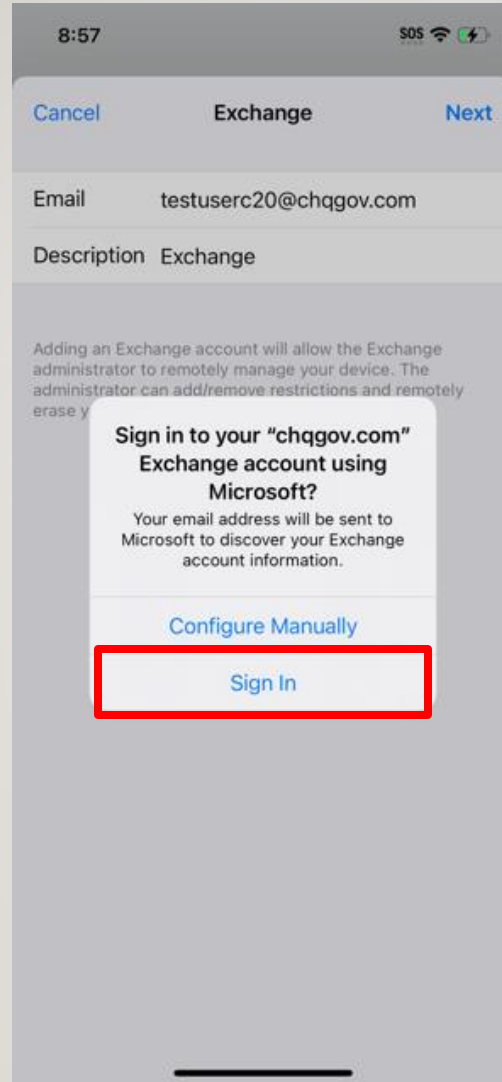
- Choose '**Delete Account**' and confirm by choosing '**Delete from My iPhone**'
- It will bring you right back to the screen for you to select '**Add Account**'



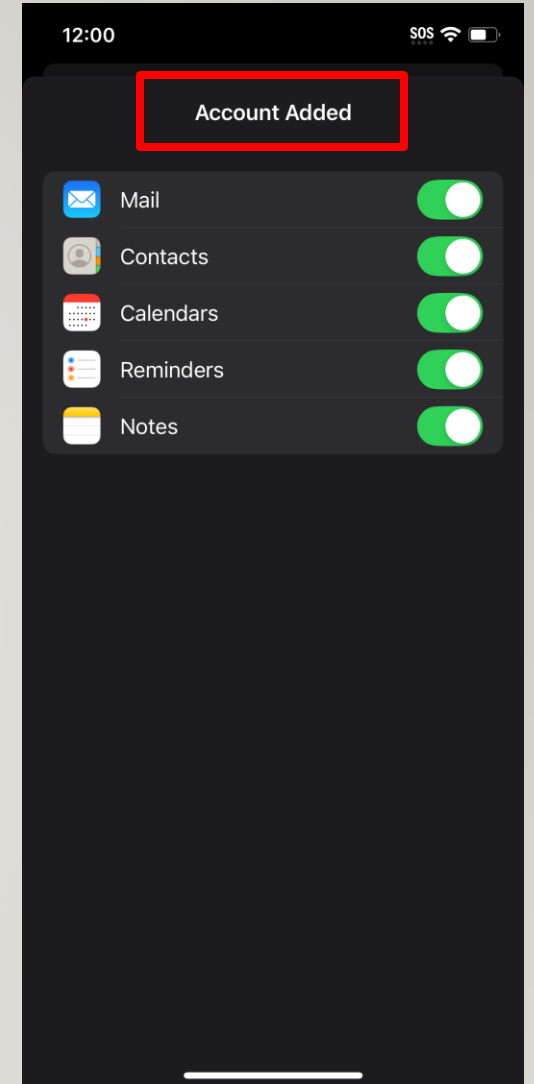
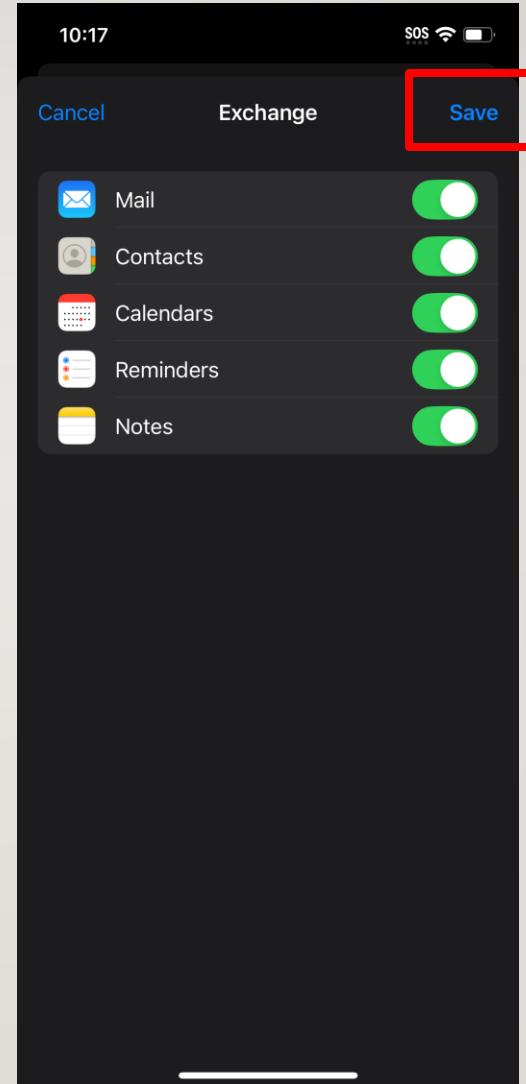
- Choose **Microsoft Exchange**
- Enter your current county email address;
your county “username”, E.G.
username@chqgov.com
- You can leave the description defaulted to
‘**Exchange**’ or feel free to re-name if needed
- Hit ‘**Next**’ in the upper right hand corner



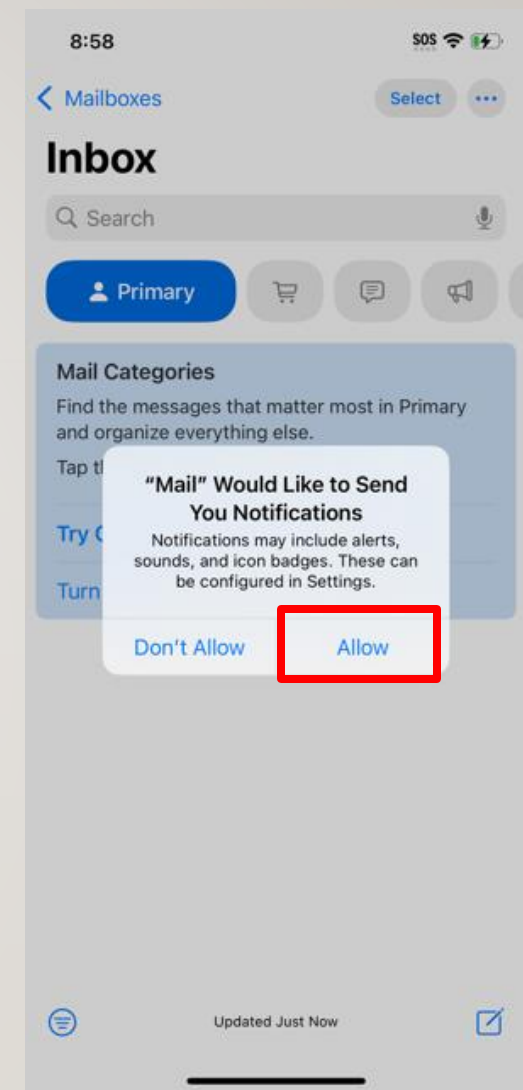
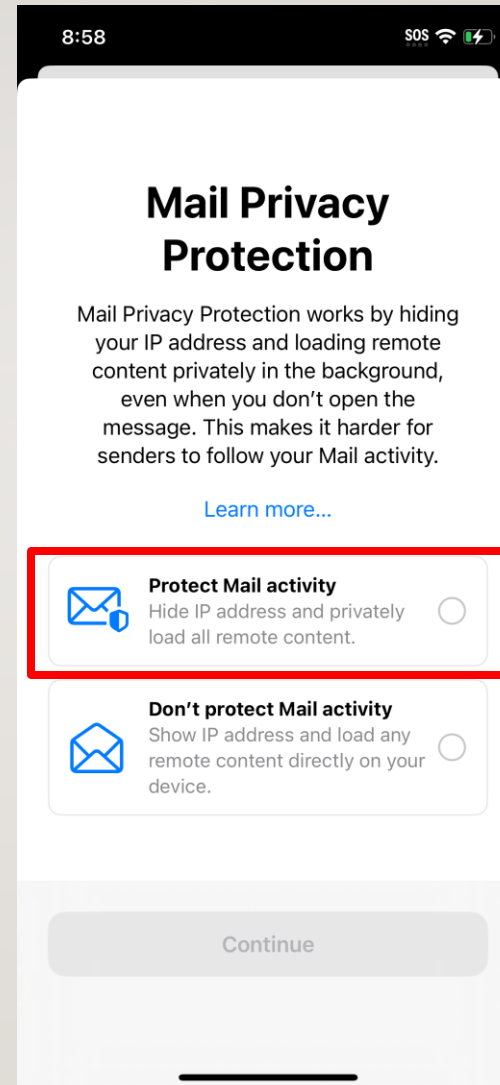
- A pop up will appear – choose **‘Sign In’**
- A second pop-up will appear – choose **‘Continue’**
- Then you will be prompted to sign in with your network password that you sign into your computer with



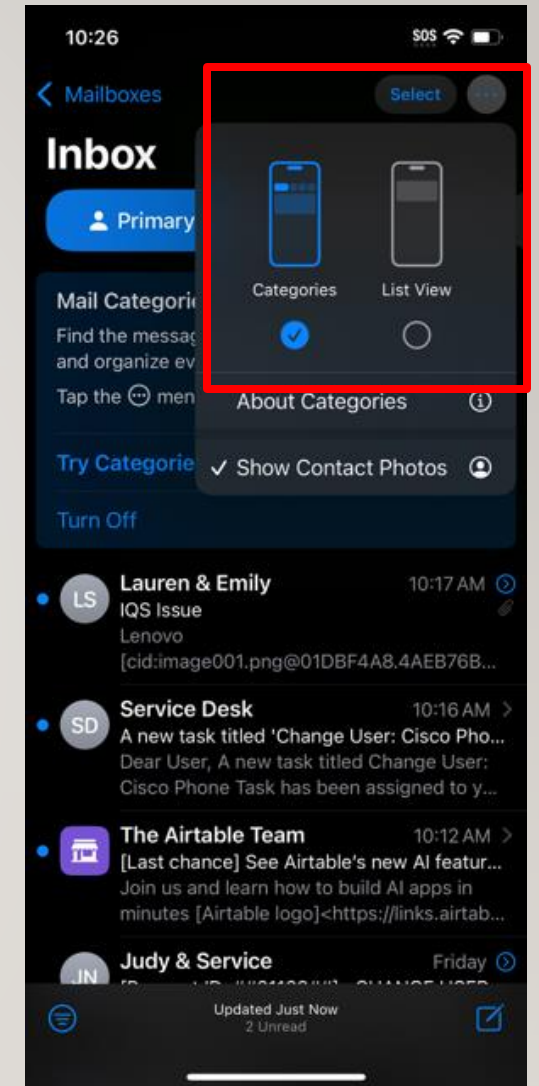
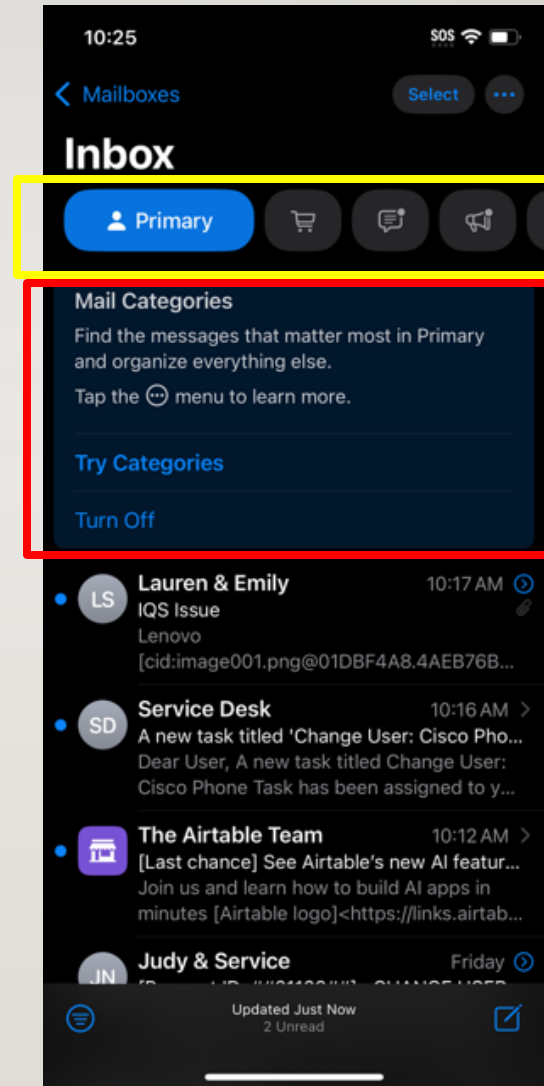
- The next screen should show all green buttons and hit '**Save**' in the upper right hand corner.
- It should say 'Account Added' briefly then bring you back to the screen in showing your new account, which you can just swipe up and out of.



- You may be prompted to select '**Protect Mail activity**'
- You may be prompted to '**Allow**' mail notifications

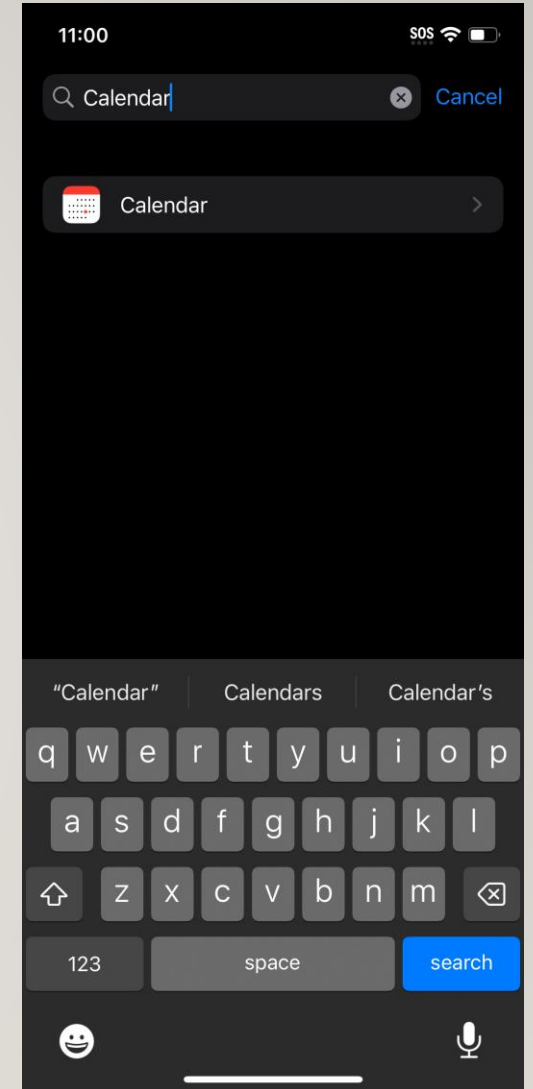
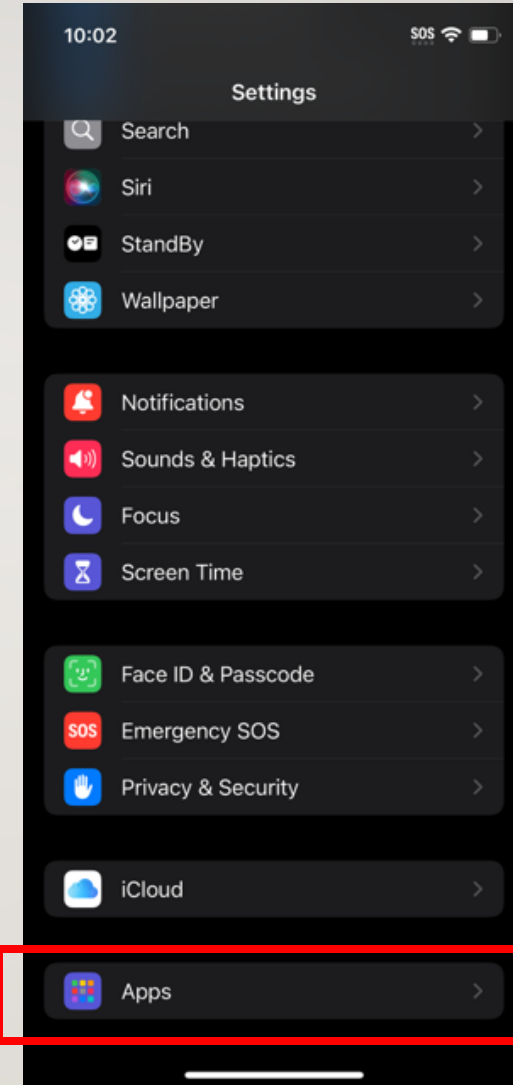


- Pull down to “refresh” or close/re-open the Mail app to confirm your email is visible
- The app may group emails into categories shown as icons at the top of your inbox (yellow). You may be prompted to turn this view off as shown.
- To switch between the new grouped view and the traditional ‘List View’, tap the 3 dots in the upper-right corner. List View shows all your emails in one place.

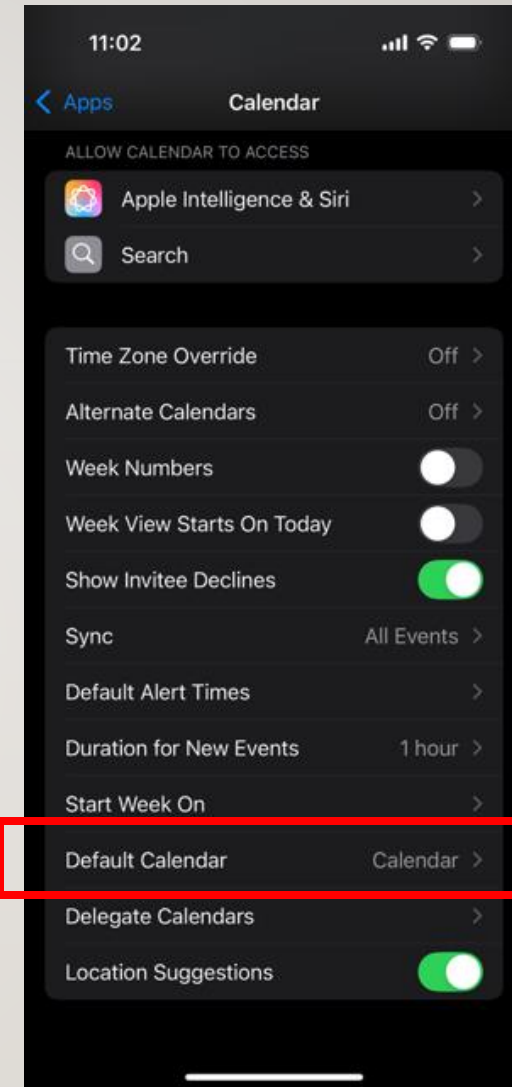


DEFAULT CALENDAR

- Once you add your county email back to your cellphone you may need reset the default calendar so they match
- To do this open the **Settings** app
- Scroll all the way down to **Apps** and click to open
- When you open Apps they will be listed in alphabetical order. You can scroll down to C or type **Calendar** in the search bar at the top.

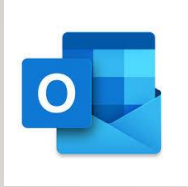


- Scroll all the way down until you see **'Default Calendar'**
- Tap to open
- Choose your **'Exchange'** calendar or what you renamed your account
- Once it's set you can test to make sure it is the correct calendar by opening the **Calendar** app and adding a test event to see if also appears on the calendar on your computer.

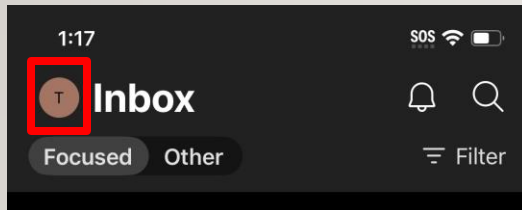


OUTLOOK APP

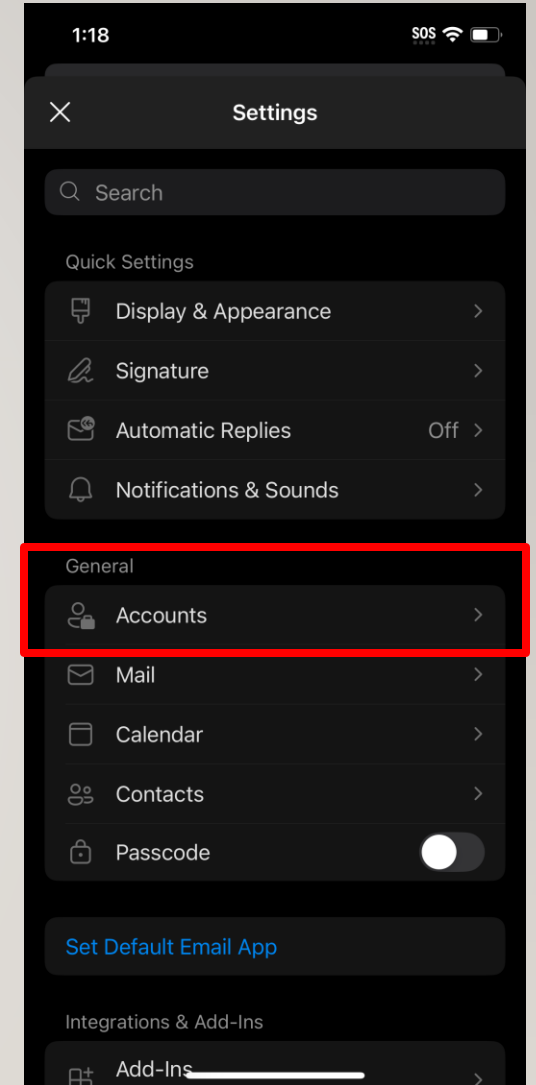
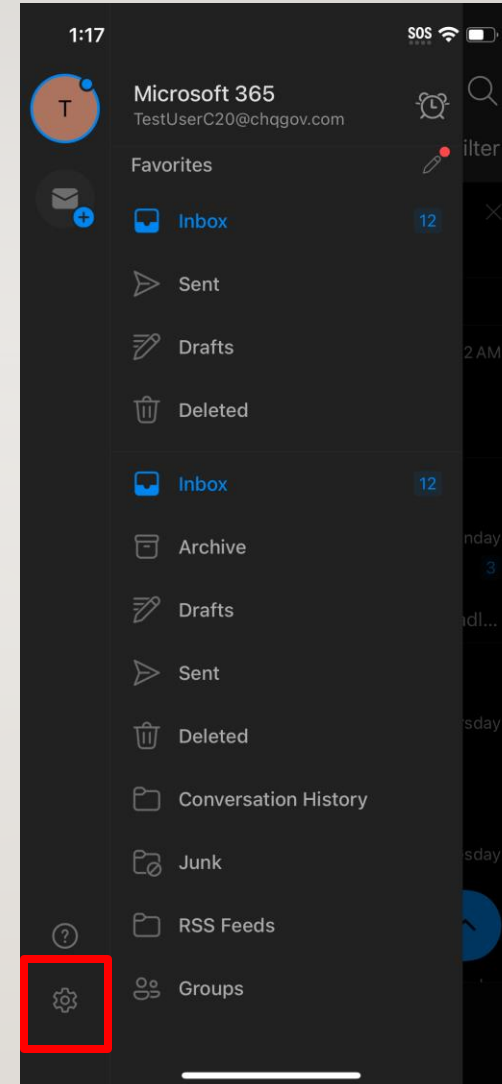
- Open **Outlook** app on your cellphone



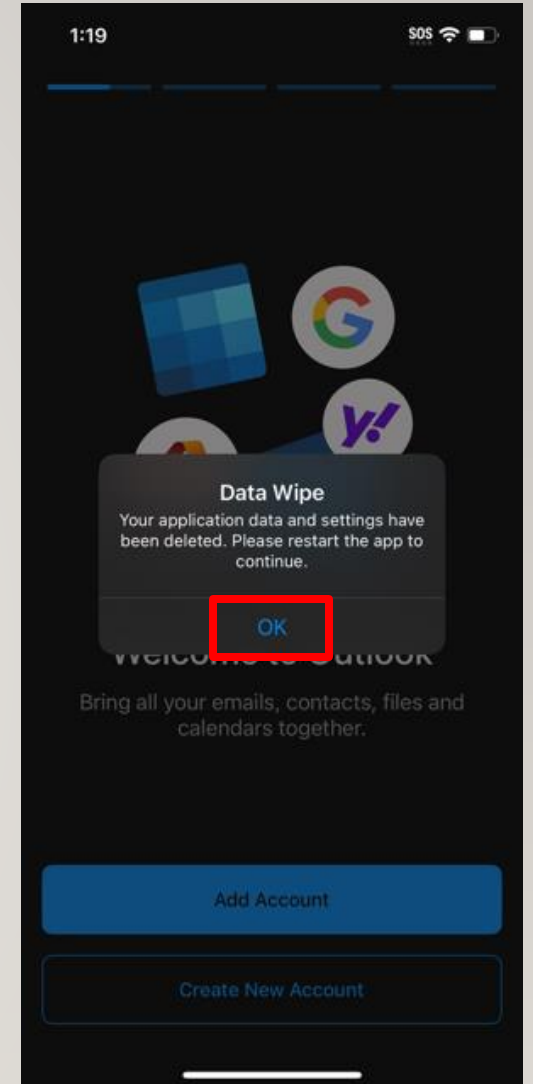
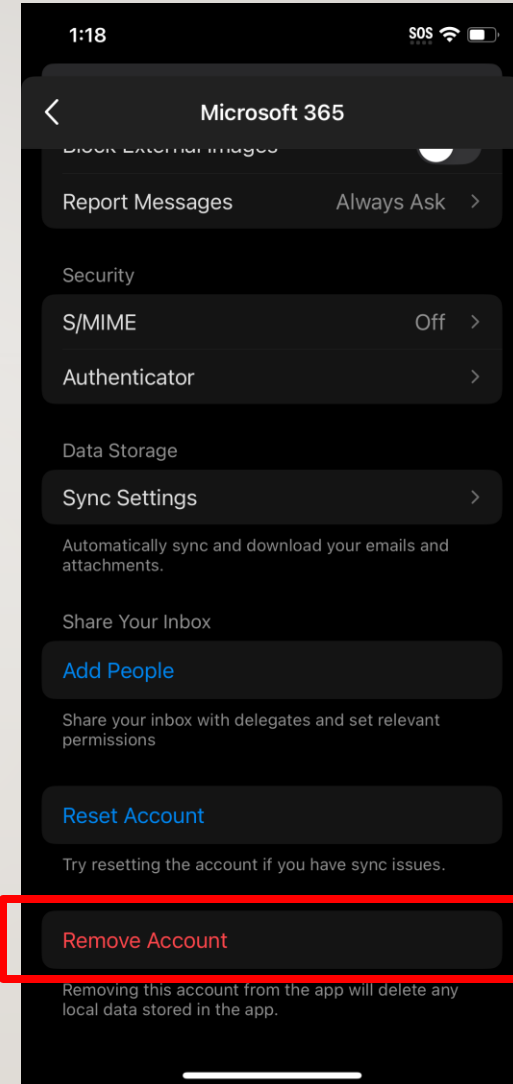
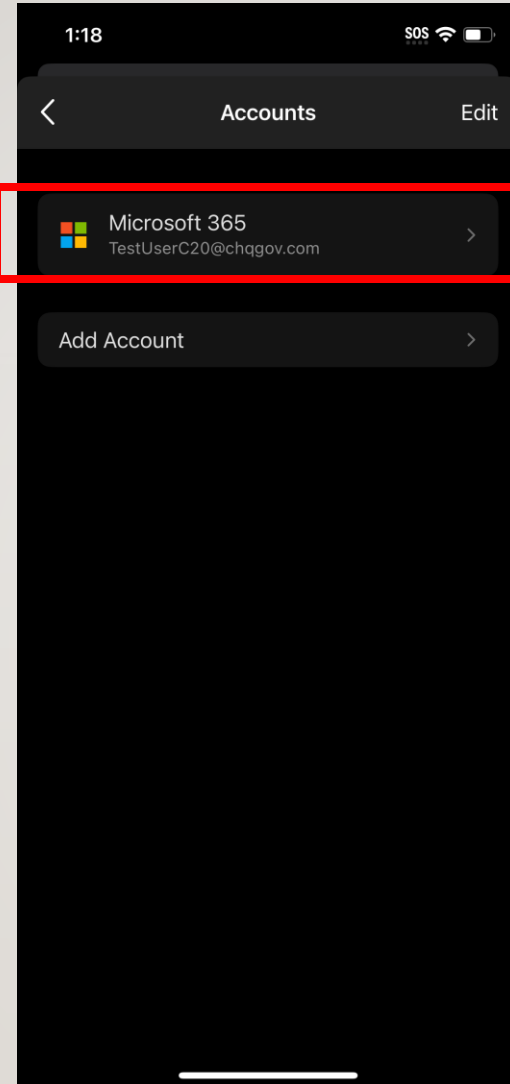
- Tap your profile icon in the top left next to Inbox



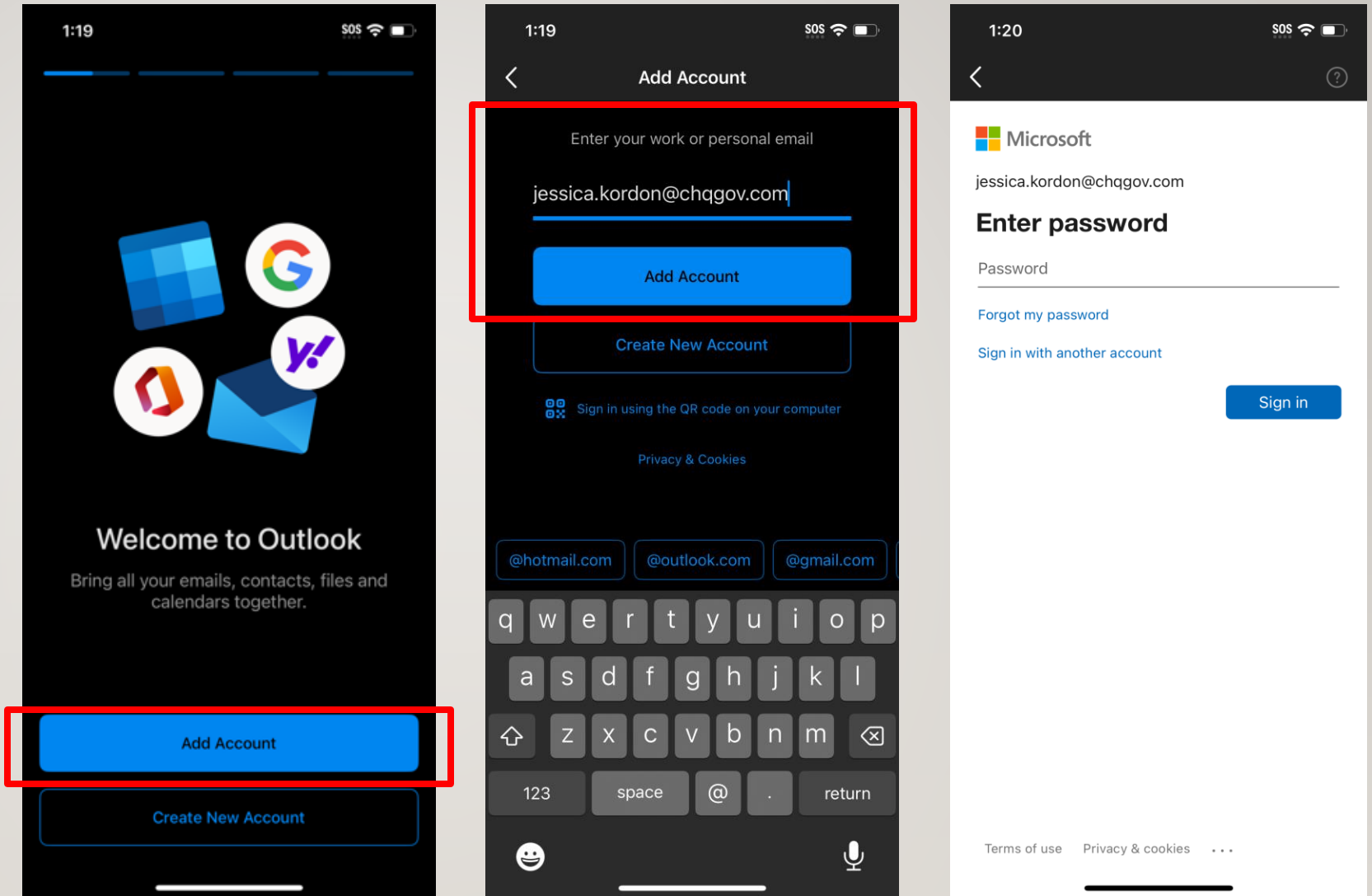
- Then tap the gear icon for Settings in the lower left corner
- Then choose **Accounts**



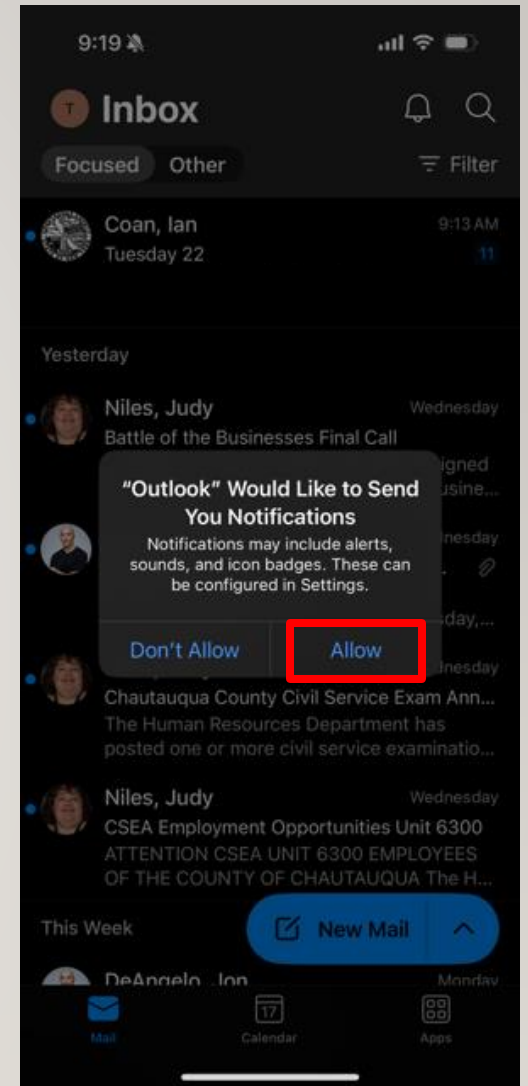
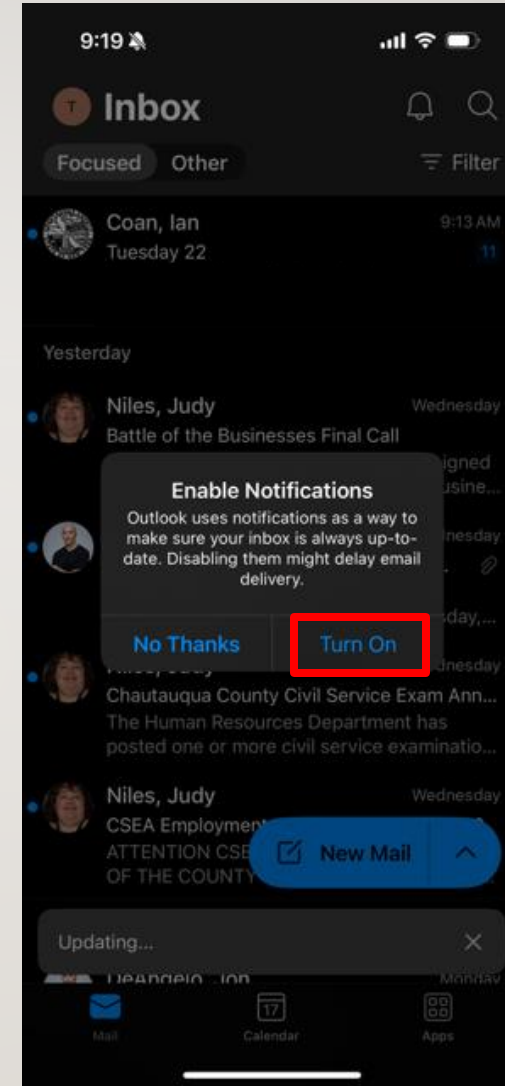
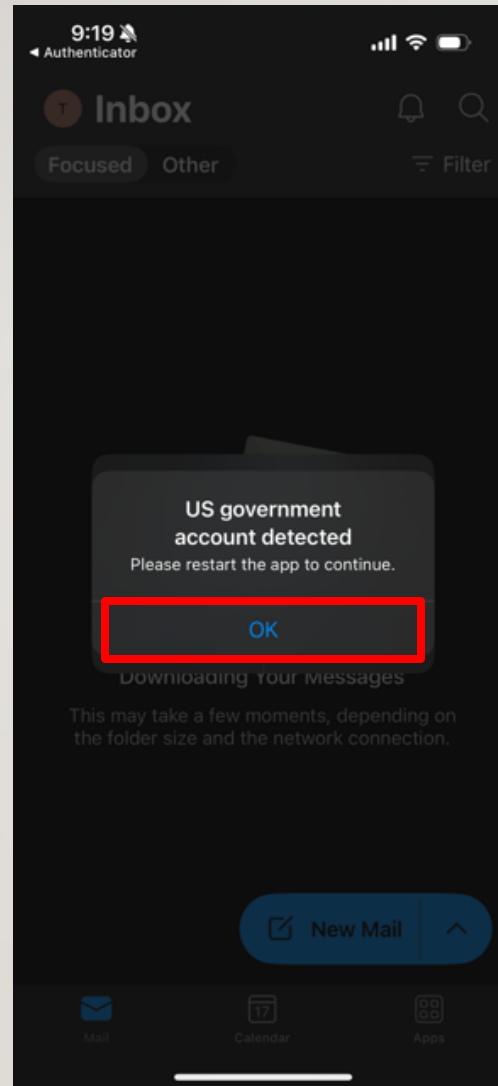
- Select your county account
- Scroll all the way to the bottom and choose **'Remove Account'**
- You will get a pop up regarding a Data Wipe and you can click **OK**



- Choose **Add Account**
- Enter your current county email address; your county “username”, E.G. username@chqgov.com and choose ‘**Add Account**’ again.
- Then enter your network password that you sign into your computer with and choose ‘**Sign In**’



- There will be a pop-up saying government account detected – Click ‘OK’
- Make sure to ‘Turn On’ notifications as disabling them might delay email delivery as stated
- Choose ‘Allow’ for Outlook Notifications

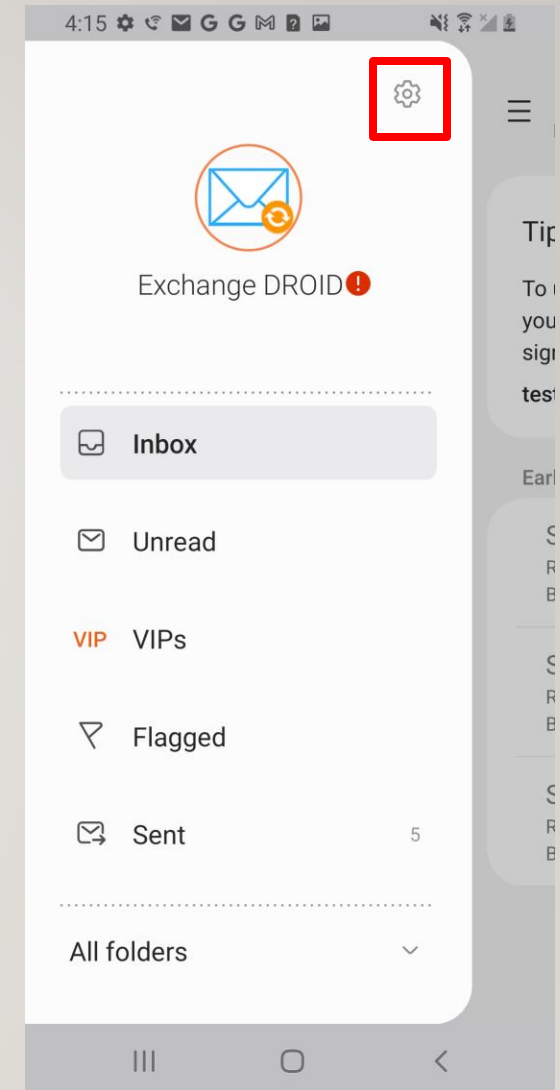
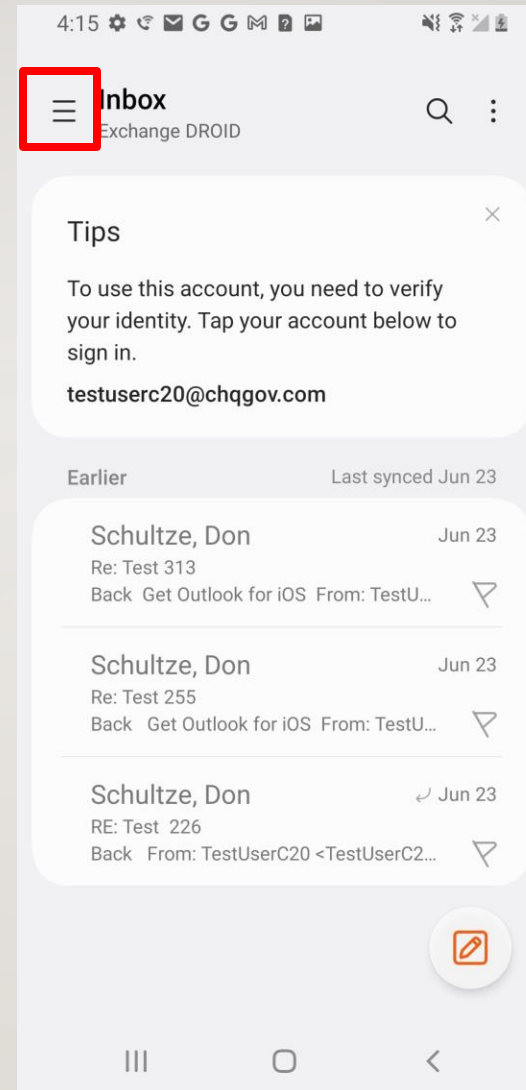


ANDROID EMAIL APP

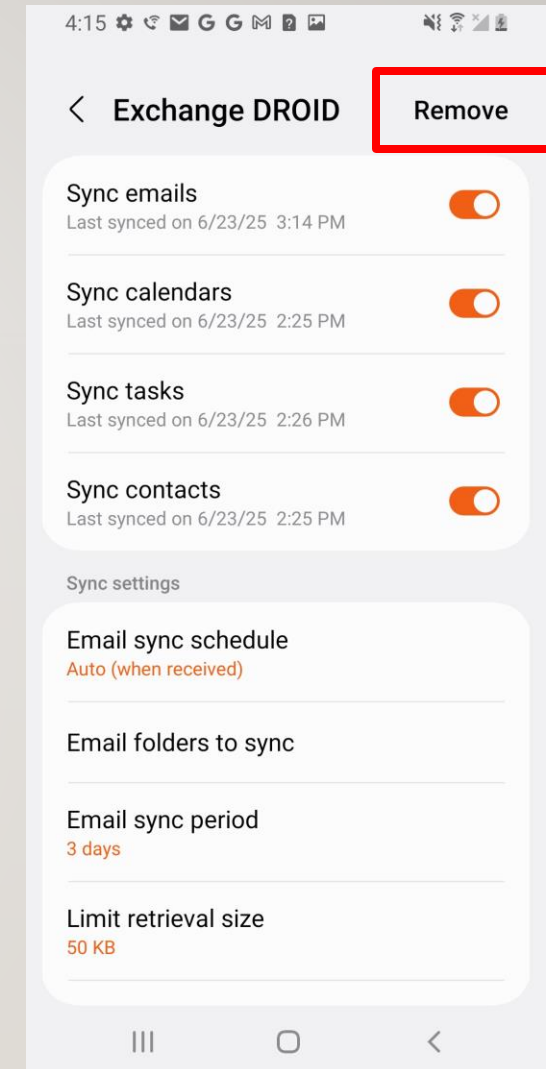
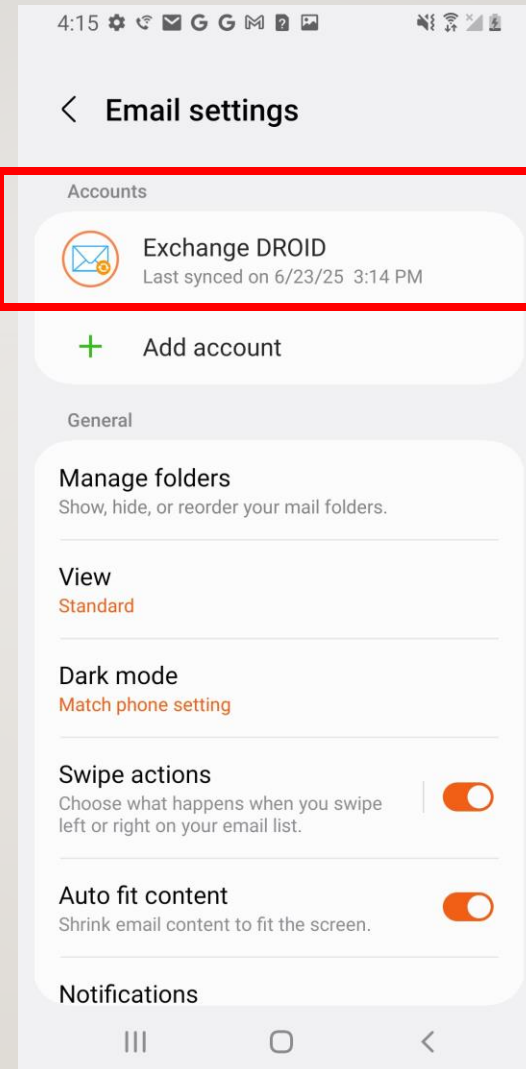
- Open **Email** app on Android



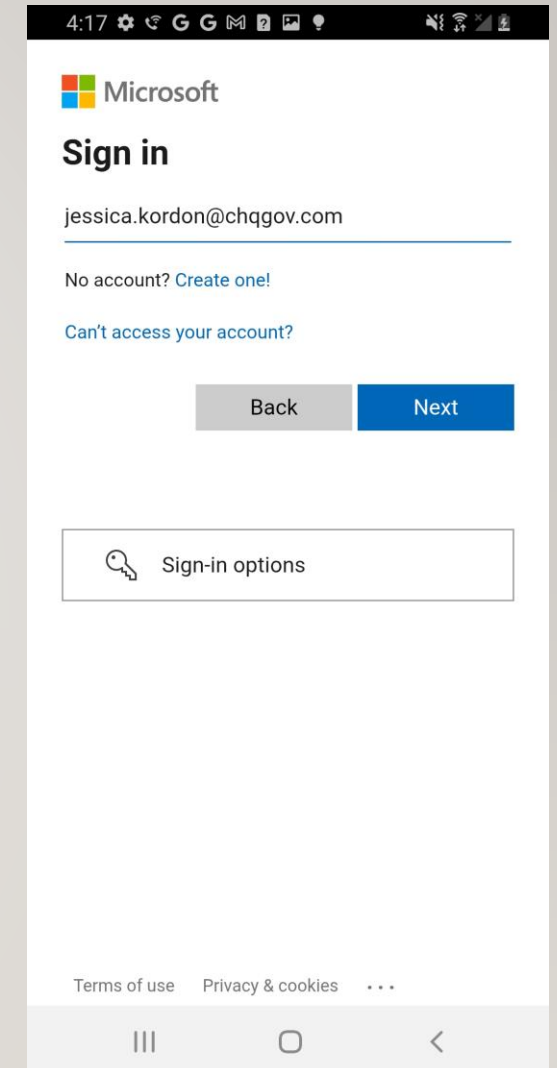
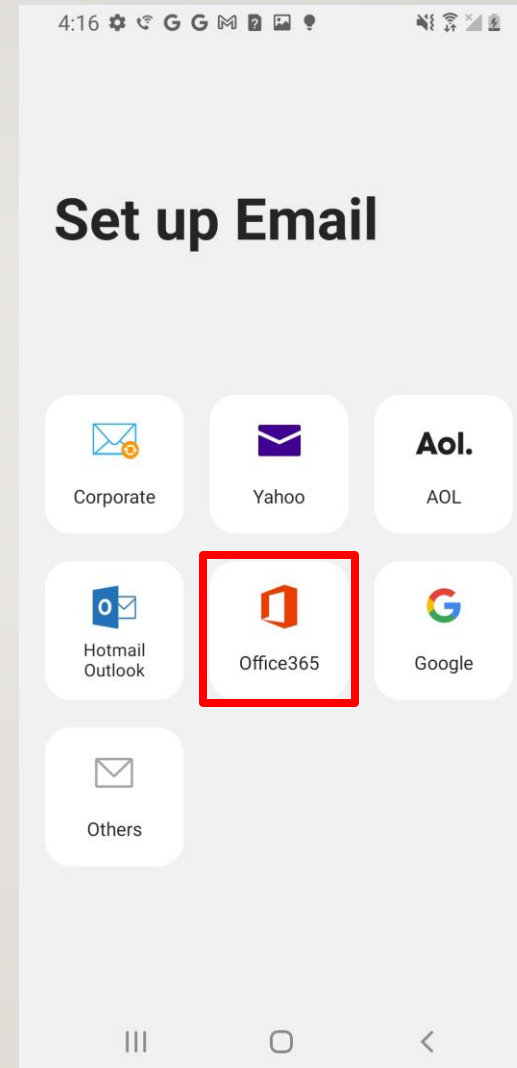
- Tap the 3 lines in the upper left by Inbox
- Then tap the gear icon for Settings in the upper right



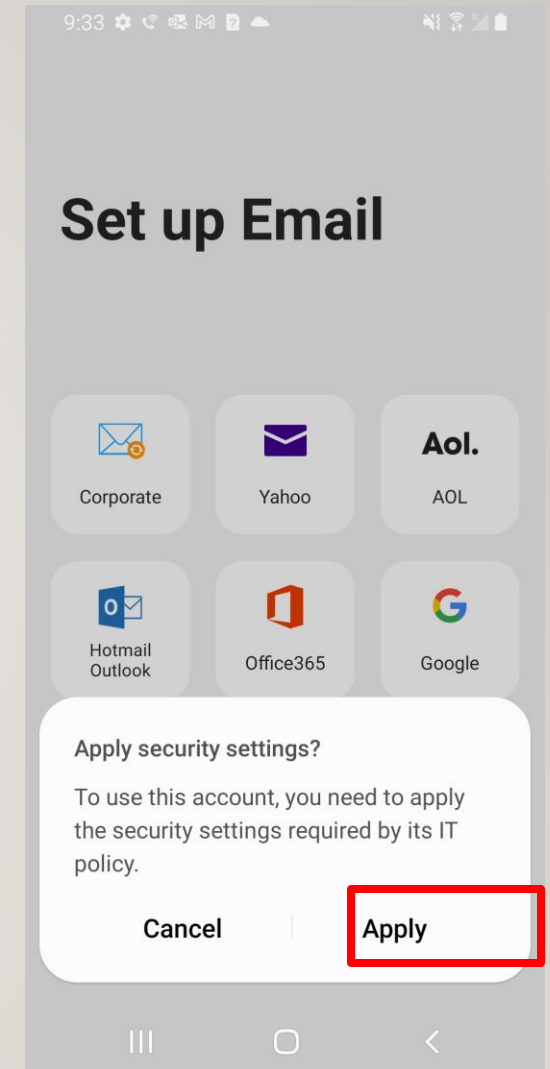
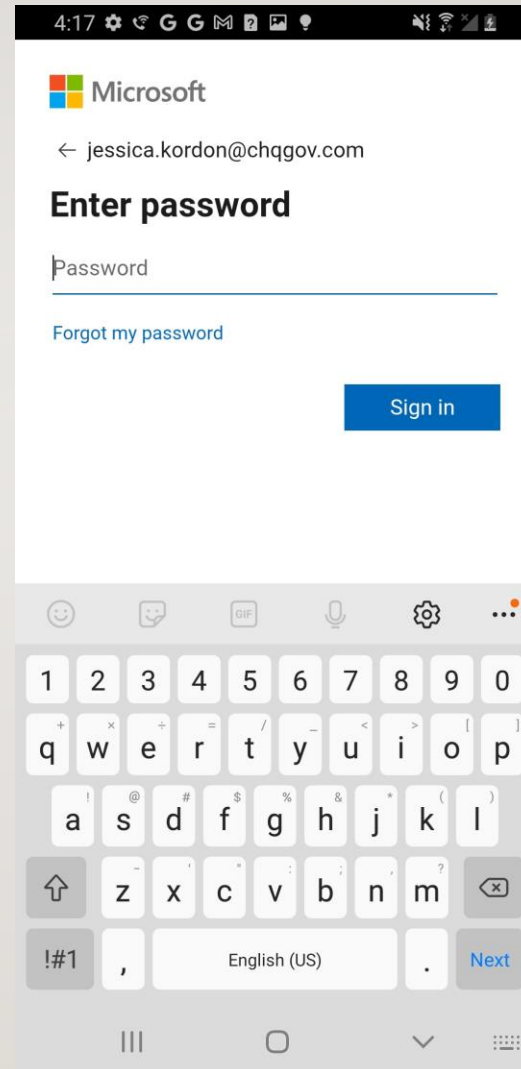
- Choose your current county account
- Choose '**Remove**' in the upper right
- You may be asked to confirm to remove your account and once you do so it will bring you back to Set Up Email



- Choose **Office365**
- Enter your current county email address;
your county “username”, E.G.
username@chqgov.com
- Hit ‘**Next**’



- Enter your network password
(the one you sign into your
computer with)
- Tap **'Sign In'**
- You may get a pop up to
'Apply' security settings



- It may bring you to a manual setup screen and these are the recommended settings
- Tap 'Sign In'
- You may be prompted to 'Activate' device admin app. If you choose repeatedly to cancel or try to bypass this your email will not work properly.
- Choose 'Done'

