

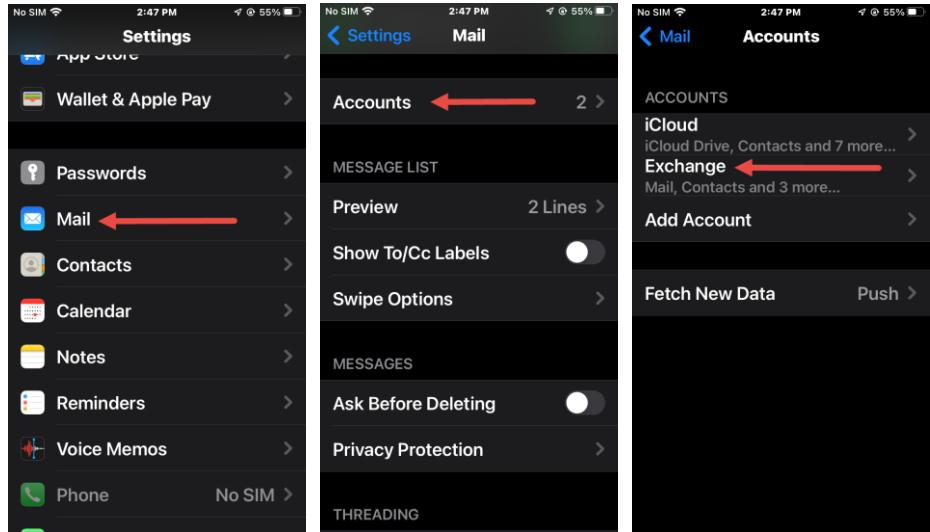
# Updating Email Access for Mobile Devices



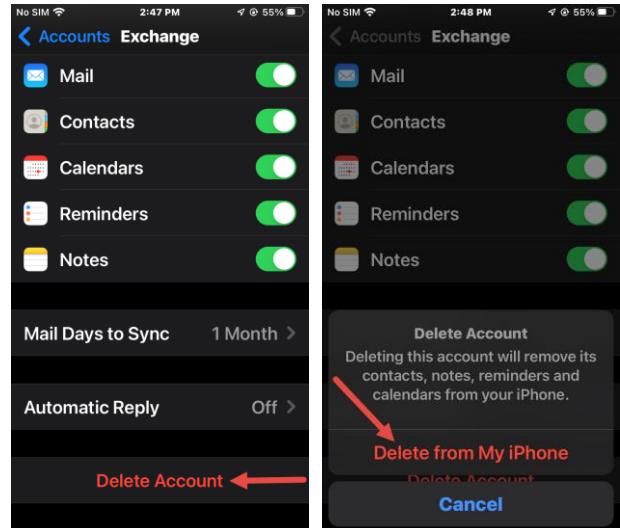
Audience: iPhone owners using older versions of the native Apple® Mail app.

## Remove the Old Exchange Account

1. From your mobile device, open the **Settings** app.
2. Select **Mail**.
3. Select **Accounts**.
4. Click the **Exchange** account.



5. Scroll to the bottom of the **Exchange** screen and select **Delete Account**.
6. Select **Delete from My iPhone**. The account will be removed.
7. Go to the next page for instructions on adding the new **Exchange** account.

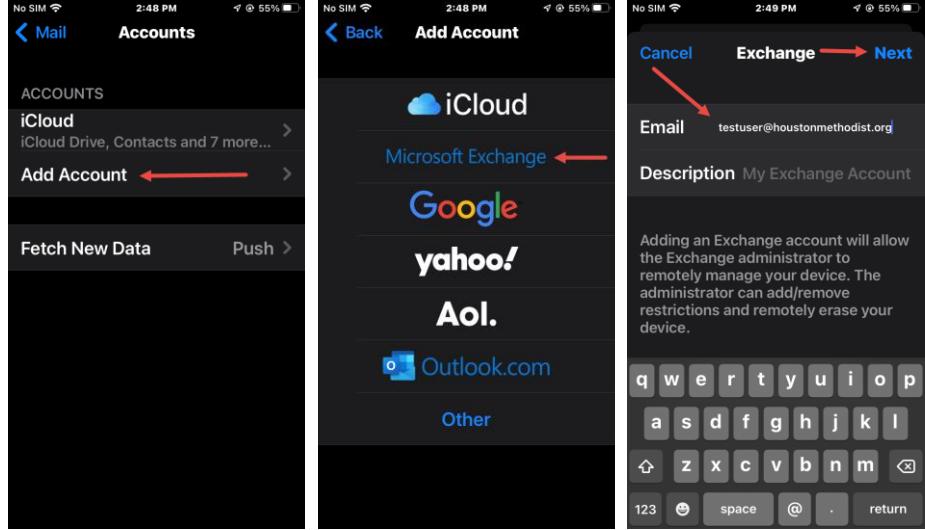


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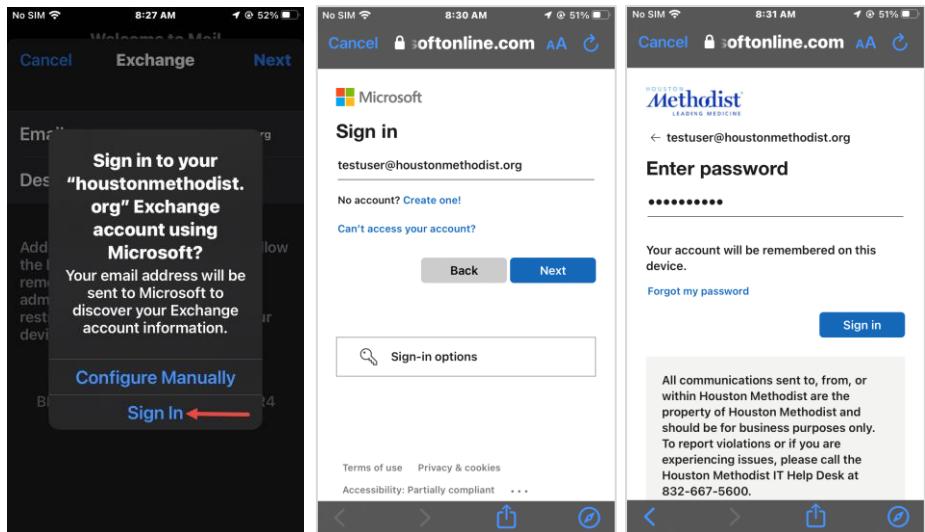


## Add the New Exchange Account

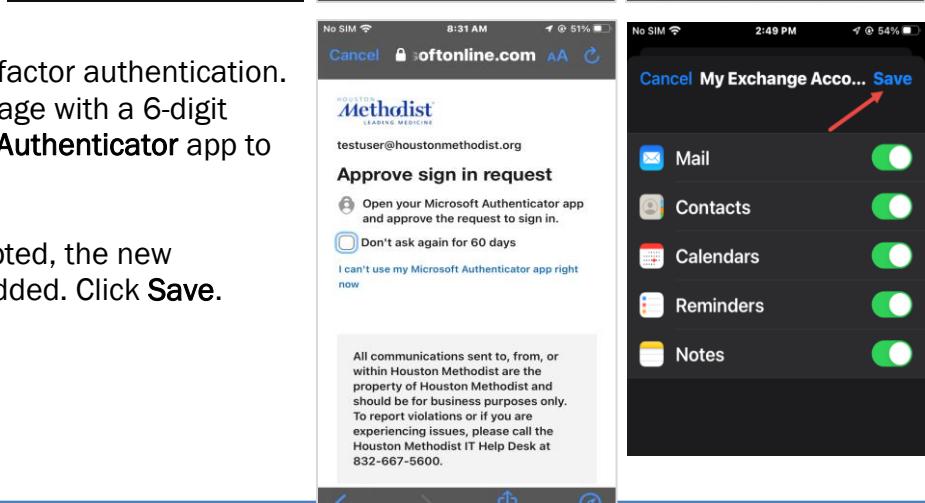
8. From the **Accounts** screen, click **Add Account**.
9. Select **Microsoft Exchange**.
10. For the **Email** field, enter your HoustonMethodist.org email address. Then click **Next**.



11. If you are prompted to sign in to your houstonmethodist.org **Exchange** account using Microsoft, click **Sign In**.



12. The Microsoft login page will appear. Confirm the email is correct and click **Next**.
13. Enter your Houston Methodist network password, if prompted. Click **Sign in**.



14. Approve the request using two-factor authentication. You should receive a text message with a 6-digit code or be asked to open your **Authenticator** app to approve the sign-in request.

15. Once the authorization is accepted, the new **Exchange** account should be added. Click **Save**.