TFS E-mail Setup Guide
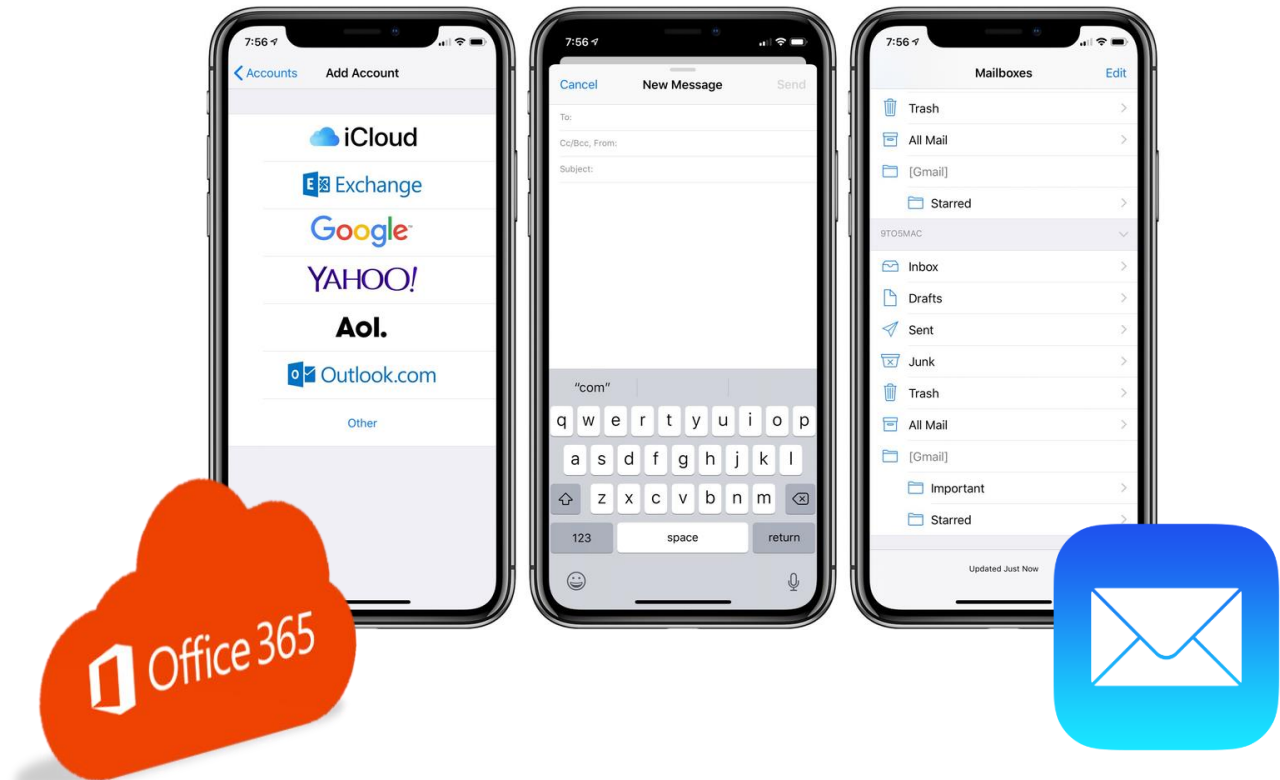
iOS Reconfiguration for Office 365

Texas A&M Forest Service (TFS)
Information Resources

support@tfs.tamu.edu
http://tfshelp.tamu.edu

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Texas A&M Forest Service

IR Mission: We strive to make our systems reliable, available, and secure for the facilitation and support of the Texas A&M Forest Service's mission in public service.
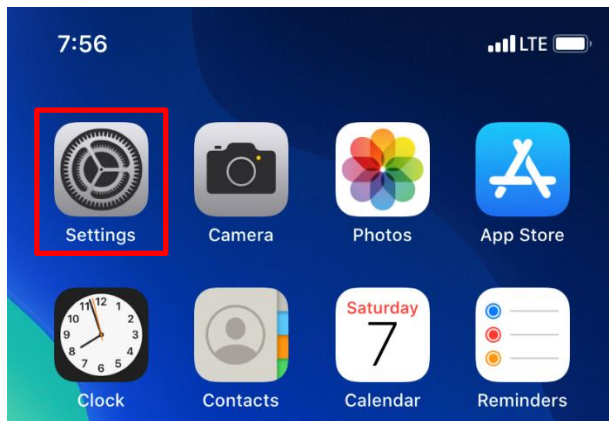
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1.0 Remove Your TFS E-mail Account

If your mailbox has just been recently migrated to Office 365, you need to first remove your old TFS account from your smart device.
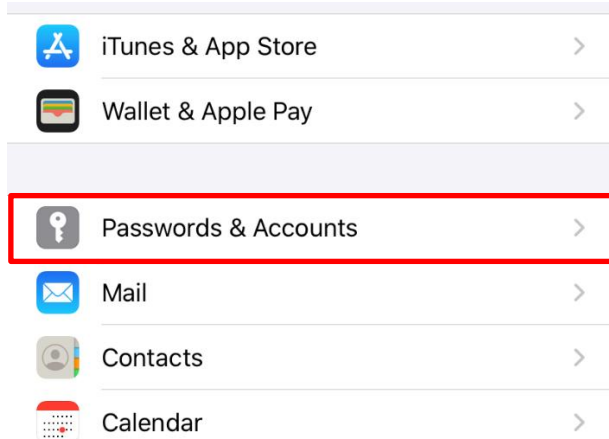
Note: Although these instructions are for iOS devices, the steps will be similar for other smart phones and tablets but the screens will look different.
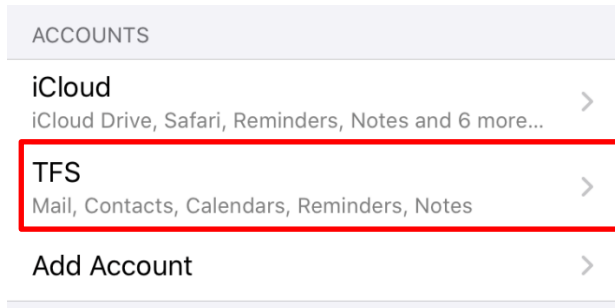
To do this, follow these steps:
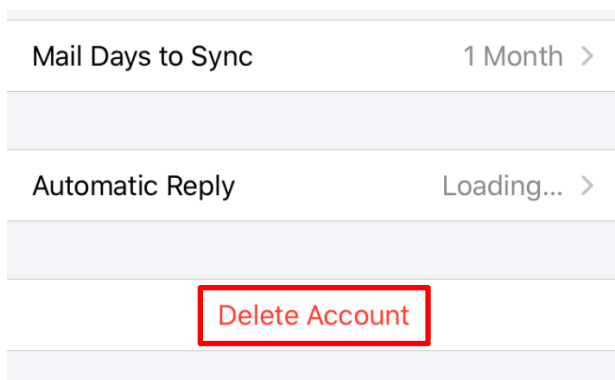
1. On your iOS device, tap "Settings".

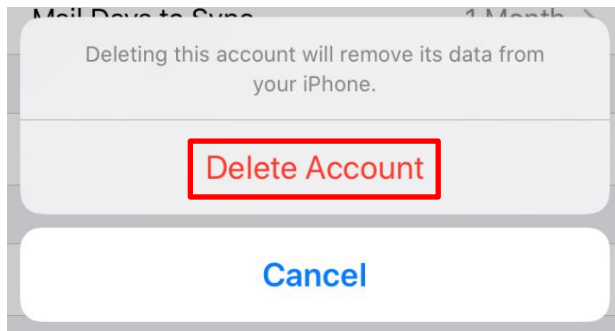2. Navigate to and tap "Passwords & Accounts".

3. Tap on your TFS account. (For some, your TFS account may be called "Exchange".)

ACCOUNTS

iCloud >
iCloud Drive, Safari, Reminders, Notes and 6 more...

TFS >
Mail, Contacts, Calendars, Reminders, Notes

Add Account >

4. Make sure your TFS e-mail address is listed at the top and then tap "Delete Account".

Mail Days to Sync   1 Month >

Automatic Reply   Loading... >

Delete Account

5. When your device asks you to confirm, tap "Delete Account" again.

Deleting this account will remove its data from
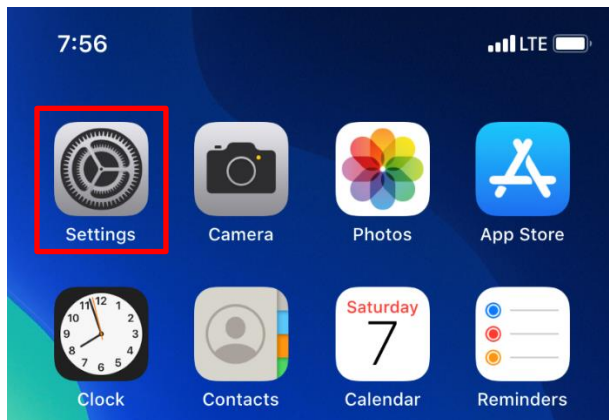your iPhone.

Delete Account

Cancel

Note: This does not actually delete your e-mails, contacts etc. This only breaks the partnership between your device and our old e-mail system.

Once your account is removed, go on to the next step to add your e-mail back.
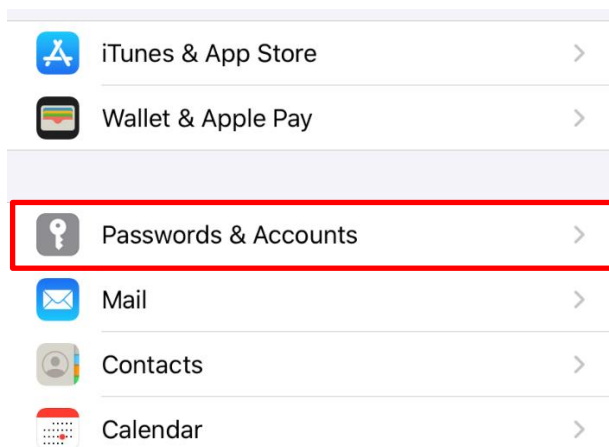
2.0 Add Your TFS E-mail Account

The following steps will show you how to set up your TFS e-mail account on an iOS device. The steps for an Android or other smart phone will be similar but the screes will differ.
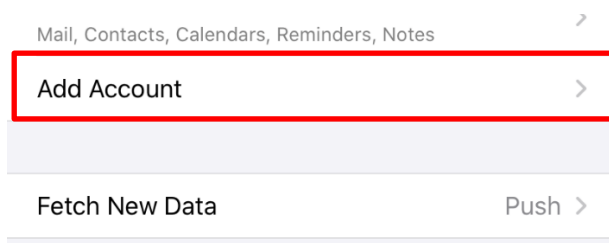
1. On your iOS device, tap "Settings".
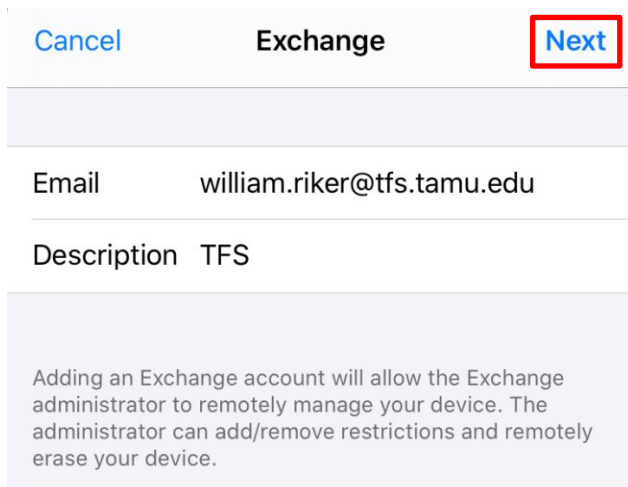

2. Navigate to and tap "Passwords & Accounts".

3. Tap "Add Account".
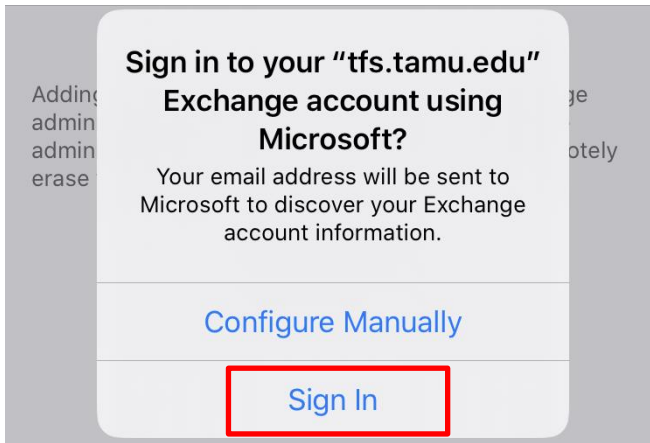
4. Tap "Microsoft Exchange".

5. Type in your TFS e-mail address and set a description.
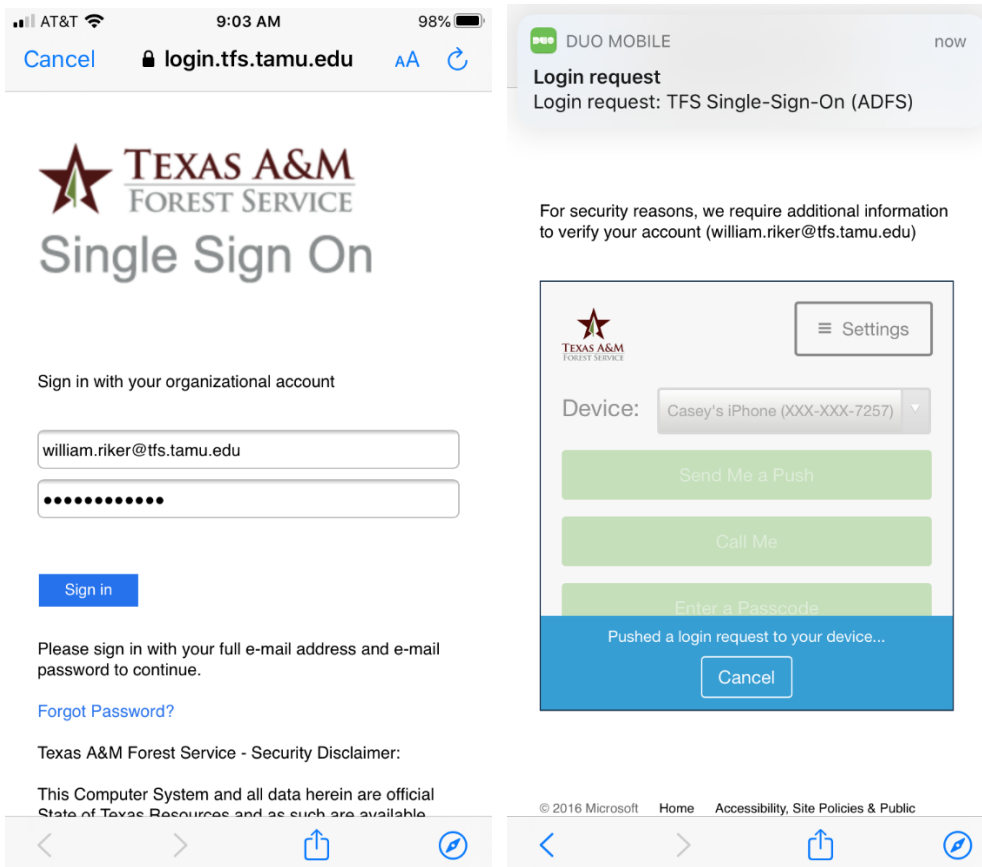   Recommended description: TFS
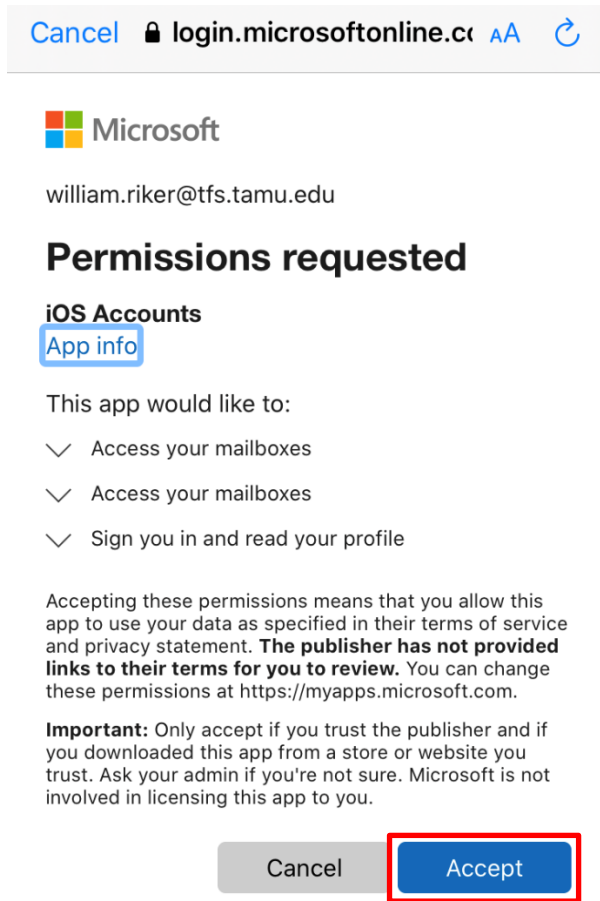

Tap "Next" when ready.
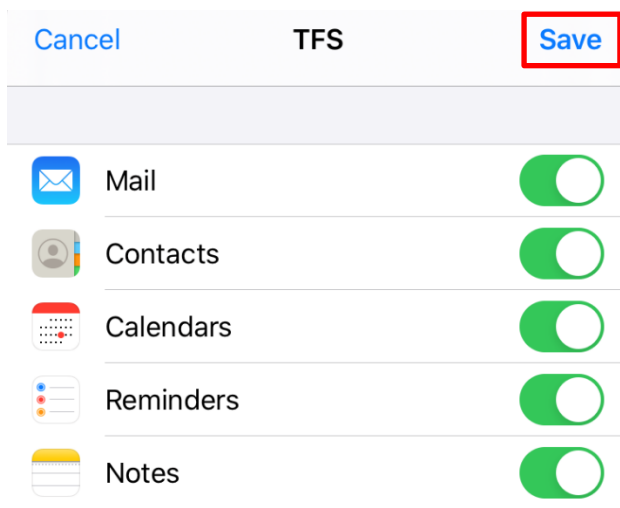
6. Tap "Sign In".

7. Enter your e-mail address, password and approve the DUO push.

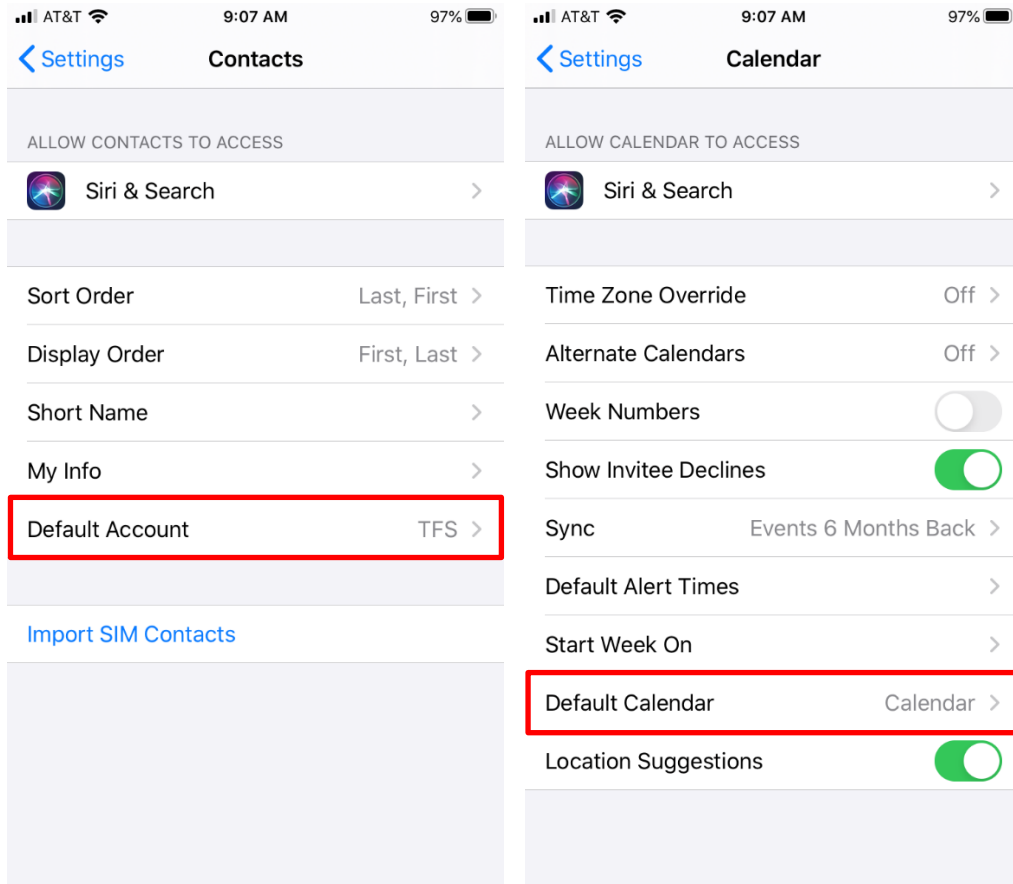8. Tap "Accept" to allow Office 365 to set up your e-mail account on your device.

9. Choose what e-mail content to sync and hit "Save".

Your phone should automatically start downloading your e-mail, contacts, etc.

Pro Tip: If this is your work phone, be sure to check your default storage location for your Contacts and Calendars. This will ensure new contacts or calendar entries created on your phone are stored with your TFS e-mail account.

3.0 Contact Information

IR Help Desk

Information Resources
200 Technology Way, Suite 1120
College Station, TX 77845

Call: (979) 458-7309
Click: https://helpdesk.tfs.tamu.edu
E-mail: helpdesk@tfs.tamu.edu