

CCI Email on an Apple iOS Device using the Outlook App

Adding a new email account to your iOS device to use with the Outlook app:

1. From your Home Screen or the appropriate folder, tap the **Outlook** icon



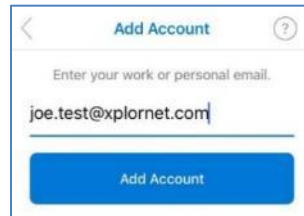
2. First time using Outlook for iOS? Just tap **Get Started**.
 - a. If not, tap your **initials** or profile pic in the upper left corner.



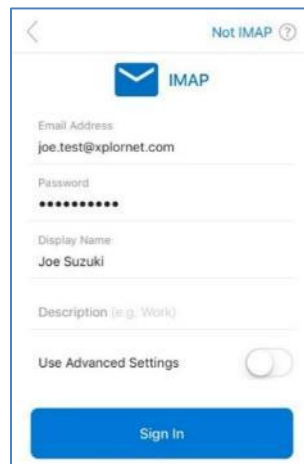
- b. Tap **Settings** at the bottom left (gear icon) > **Add Mail Account**.



3. Type your **full email address**, then tap **Add Account**



4. Do **not** tap “Not IMAP”, as **IMAP** is recommended.



5. Enter your email **Password** and a **Display Name**, then tap **Sign In**

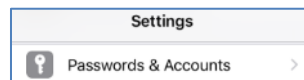
Your email account is now ready for use in Outlook on your iOS device.

To Sync your [Webmail](#) Address Book Contacts to your iOS device

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

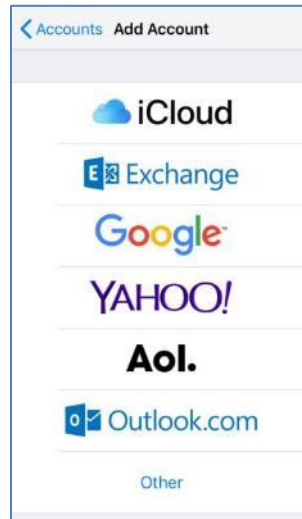


2. Scroll down and tap **Passwords & Accounts**



3. Under **Accounts**, tap **Add Account**

4. Choose **Other**



5. Under **Contacts**, tap **Add CardDAV Account**



6. For **Server** enter **mail3.cciwireless.ca**



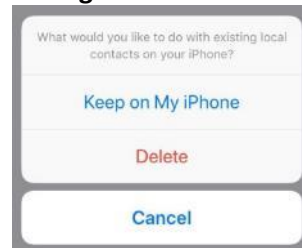
7. For **User Name** enter your **full email address**

8. For **Password** enter your **email password**

9. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field

10. Tap **Next**

11. If it asks you "**What would you like to do with existing local contacts**" tap **Keep on My [iOS device]**

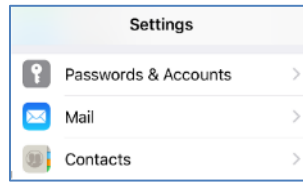


If you wish to make your webmail Contacts as the **Default Contacts** on your iOS device, such that when you add a new contact on your iOS device, it will save it in your webmail Contacts too, do the following:

1. From your Home Screen or the appropriate folder, tap the **Settings** icon



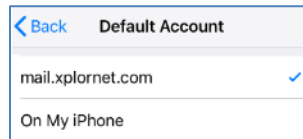
2. Scroll down and tap **Contacts**



3. Tap **Default Account**



4. Tap your **Contacts** account (either by the Description you have for it, or "My CardDAV Account" if you left the Description blank)

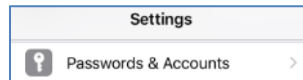


To Sync your [Webmail](#) Calendar to your iOS device

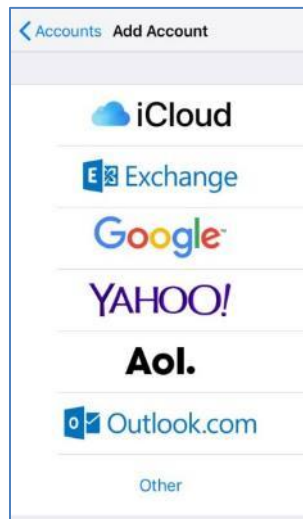
1. From your Home Screen or the appropriate folder, tap the **Settings** icon



2. Scroll down and tap **Passwords & Accounts**



3. Under **Accounts**, tap **Add Account**
4. Choose **Other**



5. Under **Calendars** tap **Add CalDAV Account**



6. For **Server** enter **mail3.cciwireless.ca**



7. For **User Name** enter your **full email address**

8. For **Password** enter your **email password**

9. Enter whatever you like in the **Description** field. It will be auto-populated with what was entered in the Server field

10. Tap **Next**



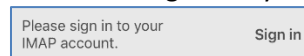
11. Tap **Save**

Changing your Email Password

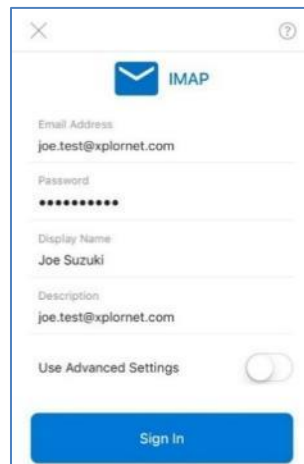
If you **changed your email password** in [webmail](#), you will need to change it in Outlook and Settings to match the new password.

For your **email account** in the **Outlook app**:

Outlook for iOS may detect a sync error and ask you to “Please sign in to your IMAP account”.



1. Tap **Sign in**



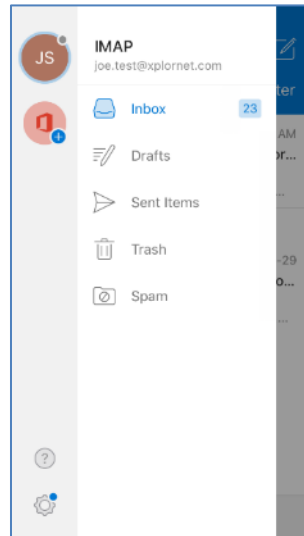
2. Enter the new **Password** you set in webmail and then tap **Sign In**

If Outlook doesn't prompt you, follow these steps instead:

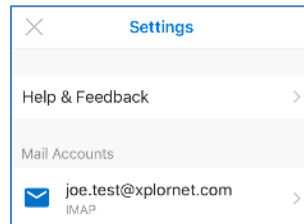
1. From your Home Screen or the appropriate folder, tap the **Outlook** icon



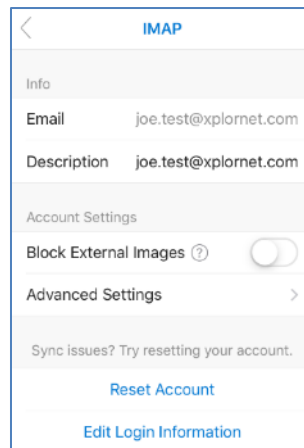
2. Tap your **initials** or profile pic in the upper left corner



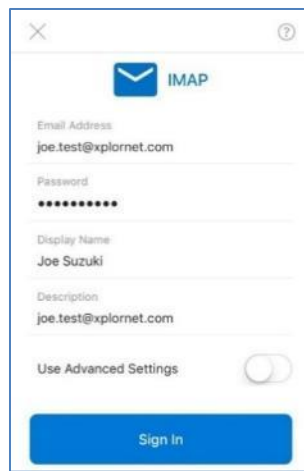
3. Tap **Settings** at the bottom left (gear icon)



4. Tap the **Mail Account**



5. Tap **Edit Login Information**



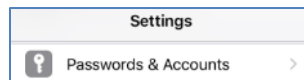
6. Enter the new **Password** you set in webmail and then tap **Sign In**

For your **sync'd Webmail Contacts**:

1. From your Home Screen or the appropriate folder, tap the **Settings** icon



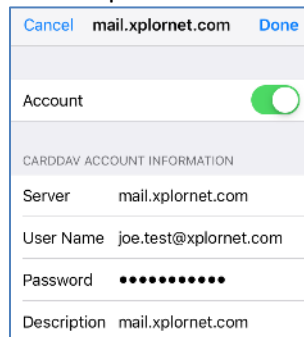
2. Scroll down and tap **Passwords & Accounts**



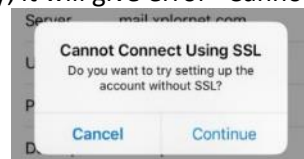
3. Under **Accounts**, tap your **Contacts** account (either by the Description you have for it or "My CardDAV Account" if you left the Description blank)



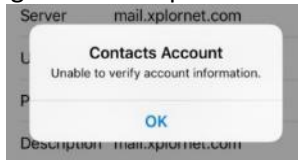
4. Enter the new **Password** you set in webmail and then tap **Done**



- a. If you entered the password incorrectly, it will give error "Cannot Connect using SSL":



b. Tap **Cancel** and then **OK**, and try entering the correct password again



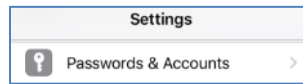
5. It will return to **Passwords & Accounts** once changed successfully

For your **sync'd Webmail Calendar:**

1. From your Home Screen or the appropriate folder, tap the **Settings** icon



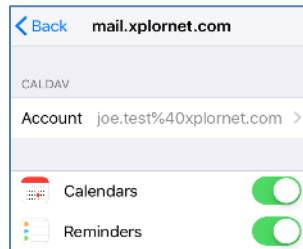
2. Scroll down and tap **Passwords & Accounts**



3. Under **Accounts**, tap your **Calendar** (or **Calendar, Reminders**) account (either by the Description you have for it or "My CalDAV Account" if you left the Description blank)



4. Tap your **Account** under **CALDAV**



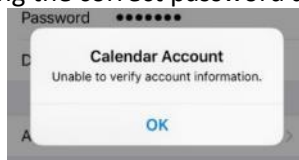
5. Enter the new **Password** you set in webmail and then tap **Done**



a. If you entered the password incorrectly, it will give error "Cannot Connect using SSL":



b. Tap **Cancel** and then **OK**, and try entering the correct password again



6. It will return to **CALDAV** screen once changed successfully

Your password is now changed to match what you set it to in webmail.