



How to setup your Engage365 email account on iOS

Below is a step by step walkthrough of adding your Engage365 email to your iPhone or iPad device. This process enables you to sync your email, calendar and contacts to your phone. You can also select what you would like to sync. If you would like just your email and not your contacts or calendar, you do have that ability as well.

1. Select "Settings"
2. Select "Mail, Contacts, Calendars" or "Accounts & Passwords" depending upon the device.
3. Select "Add Account"
4. Select "Microsoft Exchange" or "Exchange"
5. Enter in your CSU email address, Campus Password, and what you would like to name the account under description, and then tap next. Note: you may be requested to select an option to configure manually or to sign in, if you select sign in, you will be redirected to the sign in page for CSU email

Examples for description are CSU Email, Engage365 or just your email
"name@csuohio.edu"

If you are going to configure manually:

On the next screen, re-enter your email address

- Under Server enter: **outlook.office365.com**
- Leave Domain blank
- Under Username, enter your CSUID#@csuohio.edu
- For example:
 - 1234567@vikes.csuohio.edu (Student)
 - 1234567@csuohio.edu (Faculty & Staff)
- Re-enter your password
- Select Next

If you receive a message "Unable to Verify Account Information", Re-Type all your information and tap next again. If you are still have issues, contact the IS&T help desk at (216) 687-5050 (Option 7).



6. A screen will appear where you can enable the syncing of various parts of your account with your mobile device. By default, your Mail, Contacts, Calendars and Reminders are synced. Make any necessary changes if desired, then tap Save.
7. Lastly, if you **do not** have a passcode on your iOS device, you will need to create a passcode for your phone or else your email will NOT download to your phone. This is a security feature which is required by our Engage365 server. Please follow the on-screen instructions to create a passcode for your mobile device.

The process is now complete. Should you experience any issues, please feel free to call the IS&T Help Desk at (216) 687-5050 (Option 7) or visit the Tech Stop located on the first floor of the Student Center across from the PC lab.