

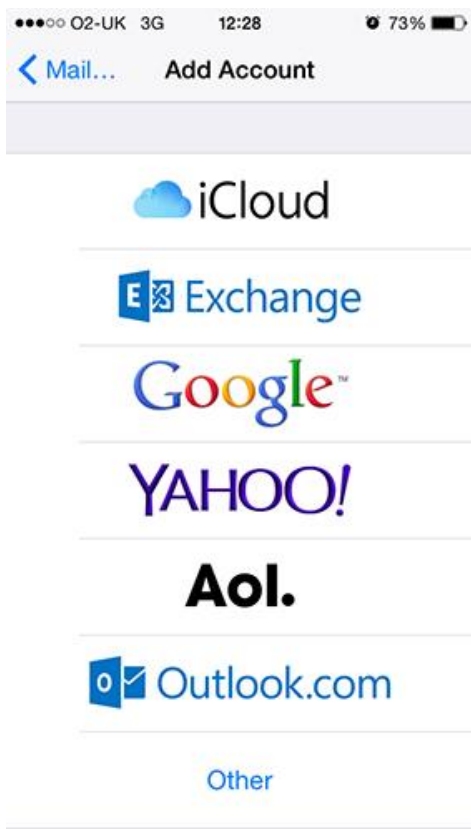
# Setting up Hosted Exchange mail on iOS manually.

This document is only for users who wish to set up a Hosted exchange email account on an iOS device. We are unable to provide telephone support to set up email accounts on mobile phones.

Before you start, you will need,

1	Your full email address.	
2	Your email address password.	Megganet do not send passwords along with what the password is for, but we will send it to you by TXT to your registered mobile phone by request.
3	You will also need to know which Hosted Exchange server your email is stored on.	This will be either Exchange 2013, or Exchange 2016.

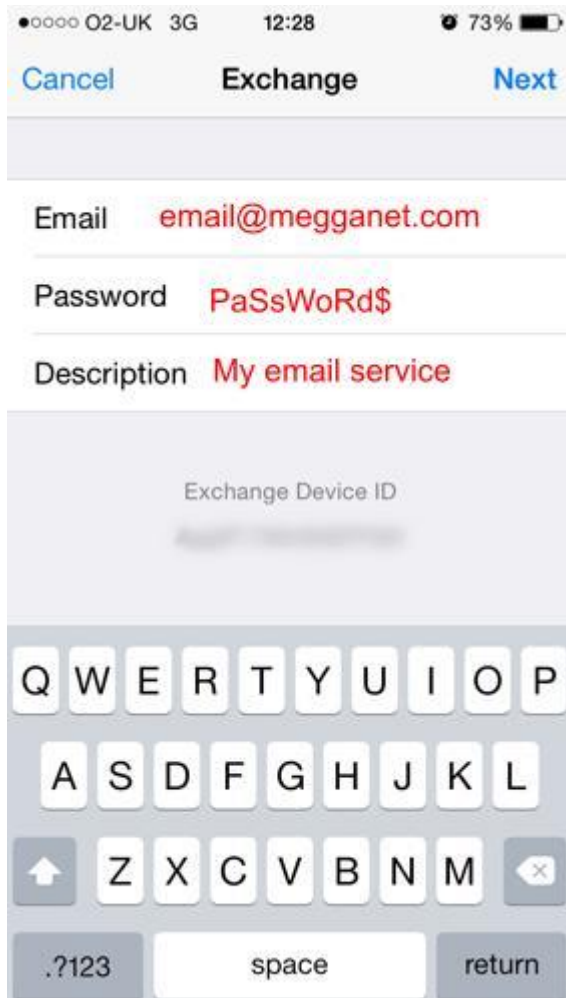
In the examples replace **email@megganet.com** with your email address and replace **PaSsWoRd\$** with the password for your email address. Your email address password will not be **PaSsWoRd\$** so do not use it!



Tap Settings > Mail, Contacts, Calendars > Add Account > Exchange

Enter your email address, password, and description. The 'Description' is optional and has no effect on the operation of the mail service.

The password will be starred out when you enter it into your iOS device.



Your iOS device will now try to locate your Exchange Server. This can take a few minutes, and, in some cases, you may need to retry.



The screenshot shows an iPhone 'Account' settings screen. At the top, there are 'Cancel' and 'Done' buttons. The 'Email' field is filled with 'email@megganet.com'. The 'Server' field is highlighted with a red box and contains 'activesync.giacomcp.com'. Below it, the 'Domain' field is filled with 'giacomcp.com', the 'Username' field with 'email@megganet.com', and the 'Password' field with 'PaSsWoRd\$'. The 'Description' field is filled with 'Exchange'. At the bottom, there is an 'Advanced Settings' option with a right-pointing arrow.

If necessary, enter the appropriate Exchange server name from the table below. We have 2 Hosted exchange servers, and you need to make sure you enter the details for the correct one here. If you do not know which server to use, try each in turn (it will not do any harm) or phone me. When done, tap **Next**

Exchange 2013: [cas.cloudplatform1.com](https://cas.cloudplatform1.com)

or

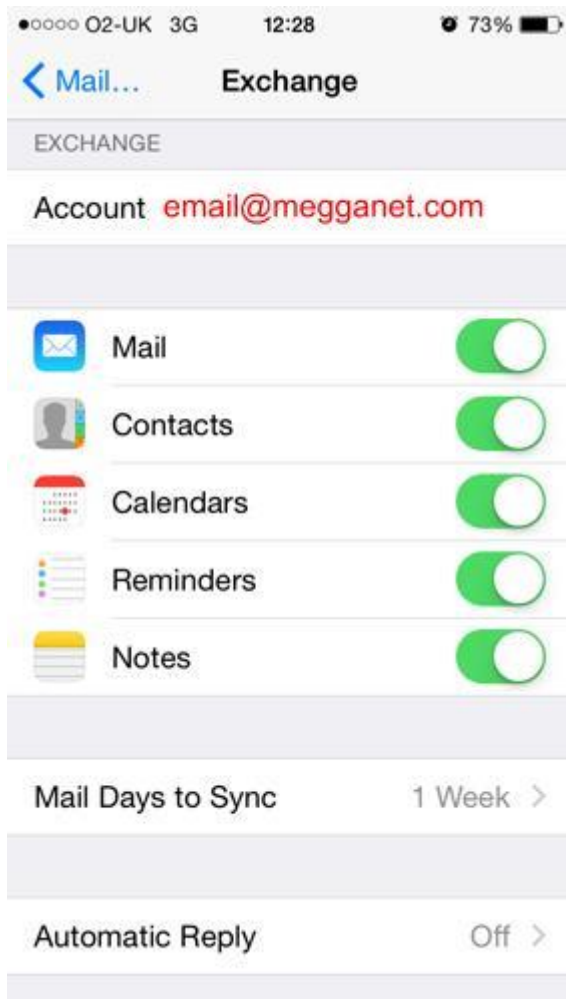
Exchange 2016: [activesync.giacomcp.com](https://activesync.giacomcp.com)

If you get an error at this stage, check your settings.

The Domain setting is supposed to be optional, but some versions of iOS will not work if this is left blank. Just enter 'giacomcp.com'.

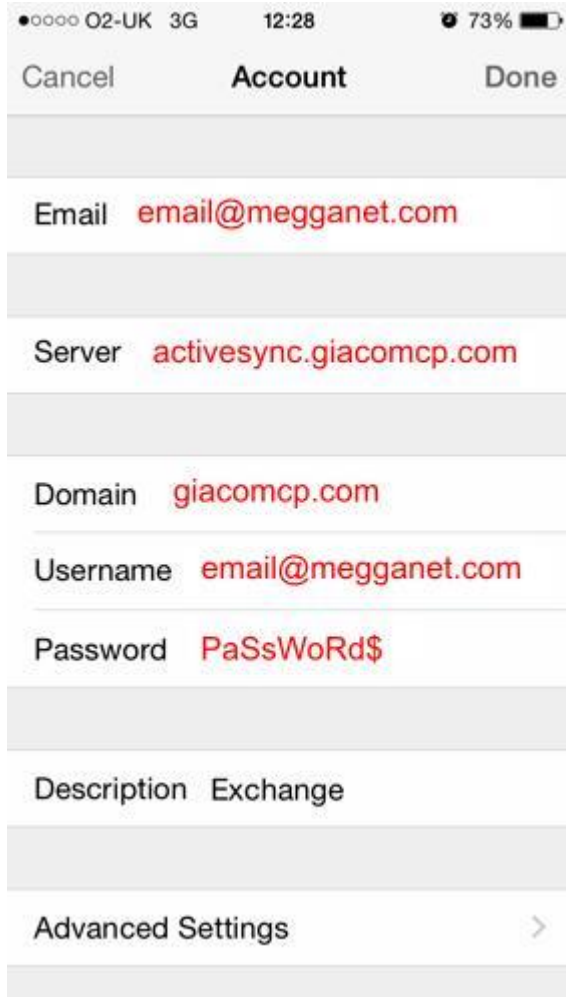
Once you have entered the server's name and checked everything, touch **Done**

Upon completion you can choose which types of data to sync with your Exchange account:



If you ever need to modify your Exchange settings.

Tap **Settings > Mail > Contacts > Calendars**, select your Exchange account, and tap **Account Info**.



Comments, suggestions, corrections, and updates are welcome as we will use your feedback to help other clients.

The Webmail facility will always be available on any web enabled device.