Fixing Email on Your Mobile Device

iOS (iPhone or iPad)

To remove the account go to Settings, then Mail, then Accounts (or Passwords & Accounts), click on your Wisc email account and click on Delete Account. This will not delete messages or appointments as they are stored on a server, it just deletes it from your phone/tablet, once you add the account again everything will be back.

After the account is deleted, follow the instructions here to add the account to your phone's native client: https://kb.wisc.edu/page.php?id=28577 this gives step by step instructions to add your Wisc email to your iPhone or iPad.

Android (phone or tablet)

To remove the Wisc email account, follow the directions here: https://kb.wisc.edu/helpdesk/page.php?id=44703

After the account is removed, you can add the Wisc mail account back to the phone's native mail client following the directions here: https://kb.wisc.edu/helpdesk/page.php?id=42965

You can also use the Outlook app on either an iOS or Android device.

iOS (iPhone or iPad)

Download the Outlook app from the App Store. Open Outlook, it should prompt to add your account, enter your NetID@wisc.edu for the email address, when you hit Sign In it should take you to the Duo NetID login prompt, login with your NetID and accept the Duo prompt without closing out of the email setup, it should then finish setting up your Wisc email account on your device.

Android (phone or tablet)

Download the Outlook app from the Play Store. Open Outlook and click on Add Email account, put in your NetID@wisc.edu for the email address, when you hit Sign In it should take you to the Duo NetID login prompt, login with your NetID and accept the Duo prompt without closing out of the email setup, it should then finish setting up your Wisc email account on your device.

Directions for either iOS or Android are here: https://kb.wisc.edu/page.php?id=53067 or here: https://support.microsoft.com/en-us/office/outlook-for-ios-and-android-help-cd84214e-a5ac-4e95-9ea3-e07f78d0cde6?redirectsourcepath=%252fen-us%252flearn%252foutlook-for-ios-and-android-faq&ui=en-us&rs=en-us&ad=us

MacMail on laptop or desktop

Modern authentication means that the password is no longer stored on the device, depending on how the account was set up in MacMail your Wisc email may need to be taken out and re-added on the computer. Mail and calendar items are stored on the server, so deleting the account shouldn't get rid of any email or calendar items, they will repopulate when the account is re-added. If you are at all concerned about losing any emails, you should save the emails to another location, follow the instructions here to do that: https://support.apple.com/guide/mail/move-or-copy-emails-mlhlp1000/14.0/mac/11.0

> ⓘ **Mac OS Version**
>
> You MUST be on Mac OS 10.14 (Mojave) or later (10.15, Catalina will work too) for modern authentication to work on your Mac.

To remove your Wisc email from your MacMail

1. In the Mail app blocked URL on your Mac, choose Mail > Preferences, then click Accounts.
2. Select an account, then click the Remove button blocked URL.

   Note: If the account is used by other apps on your Mac, you're asked to remove the account in Internet Accounts System Preferences. Click the button to open Internet Accounts, then deselect the Mail checkbox for the account. To stop using the account in all apps, make sure the account is selected, then click the Remove button blocked URL.

To add your Wisc email to your MacMail follow the step by step directions here: https://kb.wisc.edu/page.php?id=28141

Using the Outlook client on your Mac

If you have Office 365 on your Mac, open Outlook it should prompt for your email - use your NetID@wisc.edu for your email (even if you have a firstname.lastname@wisc.edu do not use that format), it will then run through the setup and the NetID login page for Duo will come up - login and accept the Duo prompt to finish setting up the account in Outlook. It may take a little time to finish bringing in all of your email and calendar items, usually things start appearing right away, but it may take 15 minutes or more to finish getting everything.

Step by step directions are here: https://kb.wisc.edu/page.php?id=44798