Once your user name has been updated it may take up to 24 hours for it to take effect across all Office 365 (O365) services. After your account has been updated for each service (Outlook, Skype for Business, OneDrive for Business and other O365 apps) you will need to sign in to the service with the updated user name. Below are directions for changing your user name within the iOS built-in email app.

### User Name Change for Built-in iOS Email App Account

<table>
<thead>
<tr>
<th>STEP</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tap the <strong>Settings</strong> tile</td>
</tr>
<tr>
<td>2</td>
<td>Tap <strong>Mail, Contacts, Calendars</strong></td>
</tr>
</tbody>
</table>

---

**Password Incorrect**
Enter the password for the Exchange account “Exchange”

Password

[Cancel][OK]

*Click Cancel*
3  **Tap Exchange**

4  **Enter the primary email address of your account**

5  **Update your user name**

   **Employees/Guest:**
   yourStarID@minnstate.edu

   **Students:**
   yourStarID@go.minnstate.edu

   **Enter your StarID password**

   **Tap Sign in**

   **Tap Done**

   **Exit Settings**
## Add New Account

<table>
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<tr>
<td>3</td>
<td>Under Accounts Tap <strong>Add Account</strong></td>
</tr>
<tr>
<td>4</td>
<td>Tap <strong>Exchange</strong></td>
</tr>
</tbody>
</table>
| 5    | Scroll down and complete these fields:  
  - Email (Primary email address)  
  - StarID password  
  - Server: *Enter outlook.office365.com*  
  - Domain: Leave empty |
User name:

Employees/Guest:  
yourStarID@minnstate.edu

Students:  
yourStarID@go.minnstate.edu

Password: StarID password

*Tap Next*

**Recommended:**

Under the Exchange settings, *tap Mail Days to Sync* and consider the number of days mail needs to remain synced to your device. The longer the time period, the longer it may take to load messages on your device and the more space they will use.