

## Setting up Citymail for iPad/iPhone Mail

1. Navigate to the **Settings** application on your device
2. Click on **Mail**, then **Accounts** and **Add Account**
3. Click on **Microsoft Exchange**
4. In the email field:
  - a. Enter your full **Citymail Email Address\***
5. Click on **Configure manually**
  - a. Enter your full **Citymail Email Address**
  - b. Server: **outlook.office365.com**
6. Click **Next**, and then **Save**

## Setting up Citymail for Android Outlook

1. Open the **Outlook** email app
2. Click **Add Account**
3. Enter your **Citymail Email Address\*** email credentials
4. Click **Sign In**

The new email account will display on the top left icon in the application.

## Setting up Citymail for iPad/iPhone Outlook

1. Open the Apple **Outlook** application
2. Enter your full **Citymail Email Address\*** and click on **Add Account**
3. Click on **Microsoft Exchange** as the account type
4. Click on **Advanced Settings** and configure as below:
  - a. Enter your full **Citymail Email Address\***
  - b. Server: **outlook.office365.com**
5. Click **Sign in**

## Setting up Citymail for Android Gmail/Mail

1. Open the **Gmail/Mail** email app
2. Click **Add Account**
3. Select **Exchange and Office 365**
4. Enter your **Citymail Email Address\*** email credentials
5. Click **Sign In**
6. Accept the **Permissions**

*\*Citymail emails use the following format: jdoe000@citymail.cuny.edu*

## Multi-factor Authentication (MFA)

By setting up **Multi-Factor Authentication** (MFA), also known as 2-step verification, you add an extra layer of security to your Microsoft 365 (Citymail) account sign-in. Once configured, after entering your password you will be prompted for a second method of verification, like a code sent to your mobile phone.

To learn more, see the MFA and other Citymail resources please visit the Citymail support page: <http://citymail.ccny.cuny.edu/>

For more information on MFA, see videos below

[MFA: How to Set up Multi-Factor Authentication in Microsoft Office365 \(iPhone & Android\)](#)

[What is: Multifactor Authentication](#)