Office 365 is a shared service across the university and health system. Documentation for this service will cover the needs of both Duke Medicine and University customers.

This article is for users who are performing a new setup for your Office365 account on an iOS device such as an iPhone or iPad.

If you already had an Exchange account set up on your phone and needing to modify your settings after migration to Office 365, please see this article.

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Instructions for Duke University customers

*If you are part of Duke Medicine, please see the next section instead.*

1. Tap **Settings > Mail, Contacts, Calendars > Add Account.**
2. Tap **Microsoft Exchange**.
3. Enter your address in the **Email** field (ex. **hiro@duke.edu**) and supply your password as indicated. Duke University users should use **netid@duke.edu** where **netid** is your Duke NetID. When sending mail, your from: address may still appear as your firstname.lastname@duke.edu.
4. If preferred, also provide a more descriptive name for this email account (the default is "Exchange").
5. Tap **Next** on the upper-right corner of the screen. Your iPhone will try to find the settings it needs to set up your account. If successful, checkmarks will appear by each field.
6. In the next screen, choose the type of information you want to synchronize between your account and your device, and then touch **Save**. By default, **Mail, Contacts, Calendars, and Reminders** are selected.
If your iPhone is unable to locate your settings, you will need to manually enter the server name.

1. Tap **Settings > Mail, Contacts, Calendars** and select the account you just added.
2. Tap **Account. Server, Domain, and Username fields appear.**
   1. In the Server field, enter **outlook.office365.com**.
   2. Leave the Domain field blank. Do not use WIN or WIN.DUKE.EDU.
   3. In the Username field, enter your netid@duke.edu. For example, if your NetID is hiro, enter hiro@duke.edu.
3. Then tap **Done** and **Done**.

### Instructions for Duke Medicine customers

1. Tap **Settings > Mail, Contacts, Calendars > Add Account**.
2. Tap **Microsoft Exchange**.
3. Enter your address in the **Email** field (ex. *hiro.p@duke.edu*) and supply your password as indicated. Duke Medicine users should use *firstname.lastname@dm.duke.edu*.
   1. In the Server field, enter *outlook.office365.com*.
   2. Leave the Domain field blank. Do not use DHE or DHE.DUKE.EDU.
   3. In the Username field, enter your *netid@duke.edu*. For example, if your NetID is *hiro*, enter *hiro@duke.edu*.
   4. If preferred, also provide a more descriptive name for this email account (the default is "Exchange").
5. Tap **Next** on the upper-right corner of the screen. Your device will try to find the settings it needs to set up your account. If successful, checkmarks will appear by each field.
6. In the next screen, choose the type of information you want to synchronize between your account and your device, and then touch **Save**. By default, **Mail, Contacts, Calendars**, and **Reminders** are selected.

### Need further assistance?


**Duke Medicine customers**: please contact the Duke Medicine Service Desk for help at 919-684-2243.