

Title: Email Configuration on Mobile Devices

Scenario:

An employee wants to set up corporate email on their iPhone.

Steps:

1. Open the Settings app and go to 'Mail > Accounts'.
2. Tap 'Add Account' and select 'Microsoft Exchange'.
3. Enter your corporate email and description (e.g., Work Email).
4. Input server settings provided by IT (e.g., outlook.office365.com).
5. Enable Mail, Contacts, and Calendar sync and save.

Troubleshooting:

1. Ensure device is connected to the internet.
2. Verify credentials by logging into Outlook Web Access.
3. Check if mobile device management (MDM) enrollment is required.