



Microsoft 365 Email Setup Guide

Follow these steps in order to set up your email on your iPhone and secure your account.



Before You Start — Have these ready:

- Your email address (provided by your IT team)
- Your temporary password (sent to you separately via text)
- Your iPhone
- A computer with internet access (Windows or Mac)

1 Install Microsoft Authenticator 2 Sign In on a Computer

Install this app first — you will need it in Step 3.

1. Open the App Store on your iPhone.
2. Search for Microsoft Authenticator.
3. Tap **Get** and install the app.
4. Open the app after install. Leave it open — **do not sign in yet.**

 Look for the blue icon with a padlock (official Microsoft app).

Use any web browser on a Windows or Mac computer.

5. Go to: <https://www.office.com>
6. Click **Sign in.**
7. Enter your email address and press Next.
8. Enter your temporary password and press Sign in.

 Keep this page open — you will be guided to set up security next.

3 Set Up Multi-Factor Authentication (MFA)

After signing in, Microsoft will ask you to set up additional security. This is required and only takes a minute.

9. When prompted with **"More information required"**, click **Next**.
10. Select **Microsoft Authenticator**.
11. On your phone:
 - Open the Authenticator app
 - Tap **+** (**Add Account**)
 - Select **Work or School Account**
 - Tap **Scan QR Code**
12. Point your phone camera at the QR code shown on your computer screen.
13. Enter the 6-digit code shown in the Authenticator app when prompted on your computer.
14. Click **Next** and approve the test notification on your phone.



QR code not working?



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In the Authenticator app, choose "Sign in" instead of scanning. Enter your email address manually and follow the prompts.

4 Add Email to Your iPhone

Now add your email account to the built-in iPhone Mail app.

15. Open **Settings** on your iPhone.
16. Go to: **Apps** → **Mail** → **Mail Accounts**
17. Tap **Add Account**.
18. Select **Microsoft Exchange** ← **This step is critical. Do not choose Google, Yahoo, or any other option.**
19. Tap **Sign In**.
20. Enter your full email address.
21. Complete the Microsoft sign-in using your **temporary password**.
22. Approve the sign-in using the **Authenticator app** on your phone when prompted.
23. Tap **Save**. Your email will start syncing within a few minutes.



Important: Your Password is Temporary

The password you were given is for setup only. Once your email is working, you must change it to your own private password.

See Step 5 below for instructions.

5 Change Your Password

Option A — From the Website

24. Go to: <https://www.office.com>
25. Click your **profile photo** (top-right).
26. Click **View account**.
27. Click **Password** under Security.
28. Enter your current (temporary) password.
29. Enter and confirm your new password.
30. Click **Submit**.

Option B — Direct Link (Faster)

- Go directly to: <https://mysignins.microsoft.com/security-info>
31. Sign in if prompted.
 32. Click **Change password**.
 33. Follow the on-screen prompts.

Password Requirements



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Requirement	Details
Minimum Length	At least 12 characters
Uppercase Letters	Include at least one capital letter (A–Z)
Lowercase Letters	Include at least one lowercase letter (a–z)
Numbers	Include at least one digit (0–9)
Symbols	Include at least one symbol: ! @ # \$ % ^ & *
Uniqueness	Do not reuse passwords from other accounts

Common Issues & Solutions

Problem	What to Do
Didn't choose Exchange	Delete the account in Settings and re-add it. Select Microsoft Exchange.
No Authenticator prompt	Make sure the Authenticator app is installed and open on your phone first.
QR code not scanning	Tap "Sign in" in the app instead and type your email address manually.
Password rejected	The password is case-sensitive. Try copying and pasting it exactly.
Emails not loading	Wait 5–10 minutes after setup. Pull down to refresh your inbox.
Forgot new password	Go to office.com and click "Forgot my password" on the sign-in page.

Important Security Notes

- Do not share your password with anyone — including your IT provider.
- Your IT provider will never ask for your password after initial setup is complete.
- If you suspect your account has been compromised, contact your IT provider immediately.

Setup Complete!

Your email should now be working on your iPhone and secured with multi-factor authentication.

Questions? Contact Perfecto Consulting — we're here to help.