iPad Help # 1 'My email is not working'

1) Go to Settings (the grey cog)



2) Go to Password and Account

	васкугоини App Refresh	
Passwords & Accounts		
0	Date & Time	5
🖂 Mail		

3) Click on IGS Mail

Privacy	ACCOUNTS	
	IGS Mail Mail, Contacts, Calendars, Reminders, Notes	>
Image: App Store Image: App Store	Add Account	>

4) Select Account, it will say your email address

Siri & Search	EXCHANGE	
Touch ID & Passcode	Account	year6@ilkleygs.co.uk >
Battery		
Privacy	Mail	

5) Please type your school computer password in Password

	Wallet & Apple Pay	Domain Optional	
		Username year6@ilkleygs.co.uk	
•	Passwords & Accounts	Password	
	Mail		>

6) Click 'Done' at the top right-hand corner. If you get a row of ticks, you have successfully added your email

	Username year6@ilkleygs.co.uk	✓	
Passwords & Accounts	Password	v	

7) If you don't get the ticks or you get a pop up that says 'Unable to verify account information' then check your iPad is connected to your home Wi-Fi and then restart your iPad by pressing the home button and power button for 5 seconds or so until it powers off.

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e	Unable to verify account information.
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- 8) Repeat the step 1 to 5 and try again.
- 9) If this doesn't work please email <u>ipadinfo@ilkleygs.co.uk</u> and in the subject type your username and then password reset and we will reset your password. Then we will email you when it is done with your new password. Then try steps 1 to 5 again typing the password carefully
- 10) If this doesn't work or your email address isn't showing up then email <u>ipadinfo@ilkleygs.co.uk</u> and we will get back to you as soon as possible.
- 11) You can, in the meantime, access your email by logging into <u>https://www.office.com/</u> using your email address and computer login password.