Troubleshooting Mail problems on your iPhone

Q. I can see my email on my desktop but can't get my exchange email on my iPhone. What do I do?

A. This is most likely do to a corrupted mail profile on your phone. The easiest way to fix this is to delete the current exchange profile and remake it (this will not delete your email, it still resides on YU’s servers and will redownload when we are done).

First you need to Disable YUWireless on your phone. The easiest way to do this is

1. Tap the settings icon on your home screen
2. Tap Wi-Fi
3. Move the slider to the “Off” position (make sure that you enable Cellular Data if it is not already enabled)

To make sure Cellular is enabled on your iPhone:

1. Tap the Settings icon on your home screen
2. Tap the General settings
3. Tap Cellular and make sure Cellular Data is turned on
4. Go back to General Settings (fig. 4)
To Remove the YUWIRELESS profile completely (just in case)

5. Scroll down to Profiles (fig. 5)
6. Tap Profiles
7. Tap the YUWIRELESS profile (fig. 6)
8. Tap the red Remove button (fig. 7)
9. If you have a keycode/password/sequence you put into your phone to unlock it, enter it next to allow you to remove the profile.

10. If you have any other profiles (as I do) the remaining ones should still be present. Tap General to return to the General Settings screen. Then tap Settings to return to the main settings screen. (fig. 8)

To fix your mail settings:

1. Tap the Settings icon on your home screen.
2. Tap Mail, Contacts, Calendars
3. If your exchange account is listed under accounts, tap it (I tapped the iCloud account) and scroll to the bottom, tap the RED delete button.
4. Once you have deleted your exchange account, your screen should look similar to the figure at the right.
5. Next tap "Add Account..." to add the account back in
6. On the next screen choose the Exchange option
7. Enter your YU email, password, and a different description if you wish.
8. Then tap Next
9. Fill in any other information that is required (notice the server name), then tap Next
10. If you are successful, you will see a screen with all checks on it that will quickly flash to the screen below.

11. Choose which items you wish to be synced from the exchange server, then tap save.
Reconnect to YUWireless. To do so follow the instructions below.

1. Tap the Settings icon on the home screen
2. Tap Wi-Fi to see the Wi-Fi settings screen and connect to YUSETUP.

3. You should be directed to the yusetup site automatically. Tap “Connect Me to YUWireless/YUDorm” (fig. 21)

4. Be sure to check the box that indicates you accept the terms (fig. 22), then scroll over to the right side of the page and tap the green Start button. (fig. 23)

5. Choose the YUWireless option. (fig. 24)

6. Enter your YUAD login name (the one you use for email) and tap continue. (fig. 25)
7. Tap the Install Button. (fig. 26)
8. Tap the Install button again. (fig. 27)

9. Your passcode is the code you use to unlock your phone, enter that here, then tap Done. (fig. 28)

10. In the next screen enter your YUAD password (the one you use for email) (fig. 29)
11. If you are successful the next screen below will appear and you just need to tapDone. (fig. 30)

12. You will finally be returned to the profiles settings screen. (fig. 31) You can now just use the home button to return to your iPhone home screen.