Steps to reset Cal State LA Exchange Account on iPhones or iPads

1. Go to Settings on iPhones or iPad.
2. Select “Mail” to manage native mail application. In the older iOS version, you may select “Passwords & Accounts” instead, then select “Accounts”.

![Screenshot of Settings app with Accounts selected](image)
3. Select your Cal State LA email account (You might have labelled it as other name like Exchange).
4. Select “Delete Account”.

5. Confirm “Delete from My iPhone or iPad” to delete your existing Cal State LA email account from iPhones or iPads. You will not lose any of your existing Cal State LA emails.
6. Go back to Accounts menu and select “Add Account”.

![Image of iOS Mail app showing Accounts menu with Add Account highlighted]
7. Select “Microsoft Exchange”.
8. Enter your Cal State LA email address to “Email” prompt. You may customize the Exchange Description as “Exchange” or “Cal State LA Emails” and then press Next.
9. Select “Sign In” to continue.
10. Enter Email Address and Password to verify the account

Adding an Exchange account will allow the Exchange administrator to remotely manage your device. The administrator can add/remove restrictions and remotely erase your device.

Exchange Device ID
SBOS0Q8S996NT56L0CAUM2B8M8
11. Press “Save” to create the Exchange Account.
12. The Cal State LA Exchange account is now included in your native mail application on iPhone or iPad.

13. Now, you can use the iPhone or iPad native email application to send and receive Cal State LA emails.