



# UTMAIL+ POST-MIGRATION PREPARATION – iOS (iPHONE, iPAD) OUTLOOK APP CONTACTS AND NOTES SOLUTIONS

## SYNC NOTES IN OUTLOOK ON iPHONE OR iPAD

If you use Notes in Outlook, these should be migrated from UTOExchange to UTmail+ along with the rest of your account. If they don't appear in Outlook on your iOS device, use the following instructions to sync them.

Before you remove your old UTOExchange account from your device verify the notes have properly transferred.

1. Log in to your UTmail+ account at **mail.utoronto.ca** and check the content of your **Notes** folder to ensure it matches the content from your old UTOExchange account.
2. On your iOS device, go to **Settings > Accounts & Passwords** (on iOS versions earlier than 11, go to **Mail, or Mail, Contacts, Calendaring**).
3. Select your UTOExchange email account from the list of accounts and turn off the **Mail sync** switch.
4. Tap **Accounts** in the top left, then select **Add account**.
5. Type your email address and tap **Add Account**.
6. You will see the Weblogin screen. Enter your UTOrid and password and tap **Log in**.
7. Tap **Maybe Later** if you do not wish to add another account.
8. On the final setup screen, choose to sync Notes only. Compare what has been synced to what was in your old UTOExchange account. If they are identical, you can delete your UTOExchange account from the device.

## SHARE OUTLOOK CONTACTS ON iPHONE OR iPAD

If you deleted your email account profile from the built-in iOS mail app and installed it on Outlook for iOS instead, you may no longer see your contacts in the iOS contact app or phone app.

To fix this:

1. Open Outlook.
2. Tap the Outlook main menu icon.
3. Tap the **Settings** icon.
4. Tap your email account.
5. Enable **Save Contacts** and tap **Save to My iPhone**.

