Follow these instructions to remove an existing work email account from the native (built-in) email application on your mobile device.

1. Open settings and scroll down to **Passwords & Accounts**

2. Find your work email account, usually named Exchange, or your company name and tap it:

3. You can confirm this is the correct account at the top, where it should have your work email address. Once confirmed, scroll down and tap on **Delete Account**:

4. A confirmation will pop up, press **Delete Account** again, and it will then remove the account. This can take a few minutes depending on how much mail you have, but once it's finished you can proceed to install the Outlook App and add your work email account there.

Having Trouble?

You can also email servicedesk@gradea.ca or call us at 613-721-3331 or 1-866-5-GRADEA.