

## Procedures:

This knowledge article includes instructions on how to sync your Office 365 Exchange mailbox with your Apple or Android device.

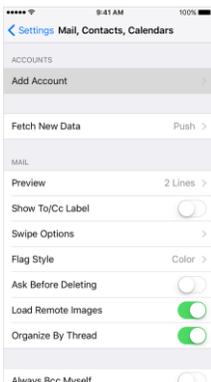
*NOTE: If you have issues with seeing mail on your mobile device after doing a full configuration, reconfiguration, or making minor modifications to your mobile device, **please reboot it.***

If your device (Apple or Android) is currently sync'd with your Emory Exchange mailbox, you **ONLY** need to change the following settings:

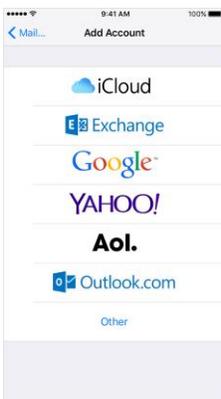
1. Change your **email** address to your EmoryNetID@emory.edu.
2. Change the **server name** to "outlook.office365.com".
3. Remove "emoryunivad" if it is listed in the **domain** field.

## Apple Device

1. Go to Settings > Mail, Contacts, Calendars.
3. Tap Add Account...



4. Tap Microsoft Exchange.



5. Enter the following information:

- Email: EmoryNetID@emory.edu
- Domain: This field can remain blank, HOWEVER If you have issues with continuing with the process, please enter your [NetID@emory.edu](mailto:NetID@emory.edu) in the field
- Username: EmoryNetID@emory.edu (NOTE: Be sure to put your full email address)
- Password: <your Emory password>
- Description: Emory Email (If you have multiple email accounts, this description helps to identify each)



Exchange

Cancel Next

Email EmoryNetID@emory.edu

Domain Optional

Username EmoryNetID@emory.edu

Password ●●●●●●●●

Description EmoryEmail

6. Tap **Next**.

7. Once the account is verified, the Server field will populate. Enter outlook.office365.com and tap **Next**.



Exchange

Cancel Next

Email EmoryNetID@emory.edu

Server Outlook.office365.com

8. On the Settings screen, select which information you'd like to have synced to your iOS device. Tap Save.



Exchange

Cancel Save

Mail ON

Contacts ON

Calendars ON

Reminders ON

9. Your account is now added.



## Android Device

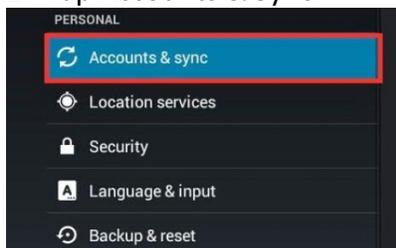
These instructions were created using the stock mail settings in Android OS 4 (Ice Cream Sandwich). ***Different versions of the Android OS and hardware may vary slightly in setup.***

To setup Office 365 on your Android device:

1. Open the Settings menu.



2. Tap Accounts & Sync.



3. Tap ADD ACCOUNT.



4. Choose to add an Email account. On some devices this option will be named Exchange Activesync.

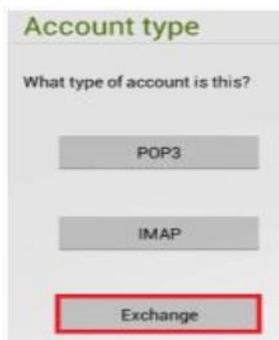


5. Enter your Emory NetID followed by your Emory password.



6. Tap Next

7. Choose Exchange as the Account Type

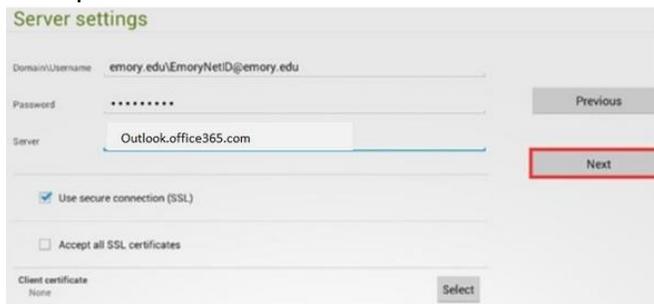


8. Enter the information below:

**IMPORTANT NOTE:** Always use your full email address (EmoryNetid@emory.edu) for your username. And always check the server settings as the Android might try and auto-configure them incorrectly.

- Email Address: EmoryNetid@emory.edu
- Server Address: outlook.office365.com
- Domain: This field can remain blank, HOWEVER If you have issues with continuing with the process, please enter your [NetID@emory.edu](mailto:NetID@emory.edu) in the field.
- Username: EmoryNetid@emory.edu (NOTE, you must use the full address!)
- Password: <your Emory password>
- Make sure the box for Use secure connection (SSL) is checked

9. Tap Next



Server settings

Domain/Username: emory.edu\EmoryNetID@emory.edu

Password: .....

Server: Outlook.office365.com

Use secure connection (SSL)

Accept all SSL certificates

Client certificate: None

Buttons: Previous, Next (highlighted), Select

10. Click OK if you get a window asking you to allow m.outlook.com to remotely control some security features of your device.



11. Depending on your personal preferences, you can leave most selections in the Account options windows as their defaults. Tap Next.



12. In the "Activate device administrator?" window, tap Activate. This is a security feature that will allow you to remotely wipe your device from the web interface if it is stolen or lost.

13. If prompted, you may give your account a name to easily recognize it. One easy option would be Emory Email.

Your device is now connected to your Office 365 account and will allow you to pull e-mail and calendar information from the cloud.

