

Office 365 Mobile Device Email Setup

If you own an Apple mobile device and the Service Desk has upgraded you to Office 365, you must make some server settings on your phone to continue receiving email.

To set up email in the Apple iOS Mail app

1. Go to **Settings > Mail, Contacts, Calendars**.
2. Under Accounts, tap your current Corporate email account, and then on the account page, scroll down and tap **Delete Account**.
3. When you are warned that you are about to delete your contacts and calendars, tap **Delete Account** again.
NOTE: This only removes your current Corporate email contacts and calendar, not your personal ones. Once you synch up to your Office 365 email account, your contacts and calendar will return.
4. Back on the Mail, Contacts, and Calendars screen, under Accounts, tap **Add Account**.
5. Tap **Exchange**.
6. Type your full email address, your password, and "Work Email" as a description of your account. After you type your credentials, tap **Next**.
7. On the next screen, do the following to add additional server settings:
 - Next to Server, type **outlook.office365.com**.
 - Next to Domain, type **domain**.
 - Next to Username, type your full email address (for example, **user@camden.k12.nj.us**).

The screenshot shows the 'Add Account' screen in the Apple iOS Mail app. At the top, there are 'Cancel' and 'Next' buttons. Below them are several input fields:

- Email:** User1@domain.com
- Server:** outlook.office365.com
- Domain:** domain
- Username:** User1@domain.com
- Password:** XXXXXXXXXXXXXXX
- Description:** Exchange

At the bottom of the screen, there is an 'Exchange Device ID' field with the value 'JBLRATMIJP1Q9FA5DOPK7NG3C4'.

8. Tap **Next**.
9. On the next screen, select the services that you want your email account to sync with your iOS device, and then tap **Save**. Your email account is now ready for use with the iOS Mail app.

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If you own an Android mobile device and the Service Desk has upgraded you to Office 365, you must make some server settings on your phone to continue receiving email.

To set up email in the Android Mail app

1. Tap **Settings > Accounts**.
2. On the Accounts screen, tap your current Corporate email account.
3. On the account page, in the upper-right, tap **More**, and then tap **Remove Account**.
4. When you are warned that you are about to delete your messages, contacts, and other data, tap **Remove Account** again. NOTE: This only removes your current corporate email contacts and calendars, not your personal ones. Once you synch up to your Office 365 email account, your contacts and calendars will return.
5. Back on the Accounts page, **Add account**.
6. Tap **Microsoft Exchange ActiveSync**.
7. Type your full email address, type your password, and then tap **Sign In**.
8. In the window warning that the authentication failed, tap **OK**. The process fails because more server settings are required.
9. On the Exchange Server Settings screen, do the following to add additional server settings:
 - Under Account, next to Domain\username, type your full email address.
 - Under Server Settings, for the Exchange Server, type **outlook.office365.com**.

Exchange server settings

Account

Email address
User1@domain.com

Domain\username
User1@domain.com

Password

Show password

Server settings

Exchange server
outlook.office365.com

Use secure connection (SSL)

Use client certificate

CLIENT CERTIFICATE

Mobile device ID
SFC18FC:5D614354A

SIGN IN

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10. Tap **Sign In**.

11. In the Remote Security Administration warning, click **OK**.

12. After the device verifies the server settings, accept the defaults or select the options for how you want to receive and send your mail, and then tap **Sign In**.

13. On the Device Administrator screen, tap **Activate**.

14. On the Edit Names screen, you can change the name of your account (the Service Desk recommends using "Work Email" as the account name). When you are finished, tap **Done**.