

Configure office 365 on Mobile Devices

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Contents

Set up Microsoft Exchange email on an Android.....	3
Set up Exchange email on an Apple iPhone, iPad, or iPod Touch	4
Set up Exchange ActiveSync on Windows Phone	4
Set up Exchange ActiveSync email on a BlackBerry 10 device	5



How to configure office 365 on Mobile Devices

This document provides links to documentation on configuring your mobile device to access your Office 365 account. You can set your email client to access your Office 365 email by using Exchange.

Setting up MS Exchange online email account on Android

1. From the Applications menu, select Email. This application may be named Mail on some versions of Android.
2. Type your full email address, for example, tony@contoso.com, and your password, and then select Next.
3. Select Exchange account. This option may be named Exchange ActiveSync on some versions of Android.
4. Enter the following account information, and then select Next.
5. Domain\Username Type your full email address in this box. If Domain and Username are separate boxes in your version of Android, leave the Domain box empty, and type your full email address in the Username box.

Note: On some versions of Android, you must use the domain\username format. For example, if your email address is tony@contoso.com, type contoso.com\tony@contoso.com. Your user name is your full email address.

- Password - Type the password that you use to access your account.
- Exchange Server - Type the address of your Exchange server. If you're connecting to your Office 365 email, use outlook.office365.com for your server name.

As soon as your phone verifies the server settings, the Account Options screen opens. The options available depend on your version of Android and may include the following:

Email checking frequency the default setting is Automatic (push). When you select this option, email messages are sent to your phone as they arrive. We recommend selecting this option only if you have an unlimited data plan.

Amount to synchronize this is the amount of mail you want to keep on your mobile phone. You can choose from several retention options, including One day, Three days, and One week.

Notify me when email arrives If you select this option, your mobile phone notifies you when you receive a new email message.

Sync contacts from this account If you select this option, your contacts are synchronized between your phone and your account.

1. Select next, and then type a name for this account and the name you want displayed when you send email. Select done to complete the email setup and start using your account.

Note: You may need to wait 10-to-15 minutes after you set up your account before you can send or receive email.

Setting up MS Exchange online email account on Apple iPhone, iPad, or iPod Touch

2. If this is the first email account on your iPhone, tap Mail. Otherwise, tap Settings > Mail, Contacts, Calendars > Add Account.
3. Tap Settings > Mail, Contacts, Calendars > Add Account.
4. Tap Microsoft Exchange.
5. You don't need to type anything in the Domain box. Type the information requested in the Email, Username, and Password boxes. Type your full email address (for example, tony@contoso.com) in the Email and Username boxes.
6. Tap Next on the upper-right corner of the screen. Your mail program tries to find the settings it needs to set up your account. Go to step 8 if your mail program finds your settings.
7. If your iPhone can't find your settings, you'll need to manually look up the name of the server running Exchange ActiveSync. If you're connecting to your Office 365 email, use outlook.office365.com for your server name. If you're not using Office 365,
8. In the Server box, type your server name, and then tap Next.
9. Choose the type of information you want to synchronize between your account and your device, and then touch Save. By default, Mail, Contacts, and Calendar information are synchronized.
10. If you're prompted to create a passcode, tap Continue and type a numeric passcode. If you don't set up a passcode, you can't view your email account on your iPhone. You can set up a passcode later for your iPhone settings.

Setting up MS Exchange ActiveSync on Windows Phone

1. Start, swipe left to the App list, select Settings, and then select email + accounts.
2. Select add an account > Outlook.
3. Enter your email address and password, and then select Sign in. Windows Phone will try to set up your email account automatically. If setup completes successfully, skip to step 8.
4. If you see the message "Check your information and try again. You may have mistyped your password." verify that you entered the correct email address and password. At this stage, you don't need to specify any values for User name and Domain. Select Sign in. If setup completes successfully, skip to step 8.
5. If your email account can't be set up automatically, you'll see the message, "We couldn't find your settings". Select Advanced. You'll need to enter the following information:
6. E-mail address, this is your full email address, for example tony@contoso.com.
7. Password, This is the password for your email account.
8. User name, this is your full email address, for example tony@contoso.com.
1. Domain, This is the part of your email address after the @ sign, for example contoso.com.
11. Server This is the name of your Exchange server. If you're connecting to your Office 365 email, use outlook.office365.com for your server name. If you are not using Office 365,
12. Select the Server requires encrypted (SSL) connection box.
13. Select Sign in.
14. Select OK if Exchange ActiveSync asks you to enforce policies or set a password.

Setting up MS Exchange Online ActiveSync email on a BlackBerry 10 device

If you're using BlackBerry 10, set up your account using Exchange ActiveSync. Exchange ActiveSync lets you synchronize email, calendar, contacts, tasks, and memos with your account. In most cases, your device will set up your account in just a few simple steps.

1. On the BlackBerry 10 home screen, select Settings.
2. On the System Settings page, select Accounts. If you haven't yet created any accounts, select Add Account.
3. On the Add Account page, select Email, Calendar, and Contacts.
4. Type your email address and select Next.
5. Type your password and select Next. The Looking up connection information message displays. Your device tries to set up your email account automatically.

If it finds your connection information, specify the information you want to synchronize with your account, and select Done. You will see your account listed on the Accounts list. Go to the BlackBerry Hub to access your email account.

If it can't set find your connection information, you'll see a message recommending that you use advanced setup steps. If this is the case, see the next procedure.

Use the following steps to use advanced settings to set up your Exchange ActiveSync connection to your account.

1. On the BlackBerry 10 home screen, select Settings.
2. On the System Settings page, select Accounts. If you haven't yet created any accounts, select Add Account.
3. To get to advanced setup, on the Add Account page, select Email, Calendar, and Contacts. Then, select the menu icon beneath the Email Address box to access advanced setup options.
4. On the Advanced Setup page, select Microsoft Exchange ActiveSync.
5. Enter the settings for your account as follows. If you had just tried the previous procedure, some of these settings may already be entered for you.
6. In Description, give your account a name.
7. If you are using Office 365, leave the Domain field blank. If you are not using Office 365 and your admin gave you a domain setting, enter that in the Domain box.
8. In Email Address, type your full email address.
9. In Username, type your full email address.
10. In Password, type your password.
11. In Server address, if you are using Office 365, type outlook.office365.com. If you are not using Office 365, type the server address provided by your admin.
12. Select Next. The Checking for supported services and policy information message displays.

Configuration Guide

13. On the next page, specify the information you want to sync, and then select done. The saving and verifying your settings message displays.

If your account was set up, you will see your account listed on the Accounts list. Go to the BlackBerry Hub to access your email account.

If you see the message that your account cannot be authenticated with your service provider, click OK, click Previous, and then verify that your settings are correct.