Setting Up Student Email using Exchange on Your Mobile Device

Outlook Guides

This guide covers setting up your student email on a variety of devices from instructions gathered from user manuals and support sites. Because these change frequently and we are unable to test them, they may or may not work for your particular device.

GENERAL EXCHANGE SETTINGS

All phones and devices are different, but in most setups for Exchange (or Exchange ActiveSync) you'll need the following info:

- **Username.** This will usually be your **SU username**, but could also be **your full email address** or **SALISBURY\username**.
- **Server.** This will usually be **outlook.office365.com**.
- **Domain.** This is usually blank, but if it's required use **salisbury.edu**.
- **SSL.** This should be enabled, usually with a checkbox. **Required**.

Once you set up your phone for ActiveSync, your calendar, contacts and email should all synchronize automatically. You may also have an option to merge your data with what is already on the phone. Check with your carrier or device manual before merging your data, as it may overwrite the data you already have.

Because your email will check frequently for new email, we recommend that you use a manual "fetch" setting rather than an automatic "push" setting. This will help avoid locking out your account when your password changes and expires if you forget to update your phone or device immediately.

Note that when you add your email to your phone, the process of connecting through Exchange automatically gives some control of your phone to Information Technology, which could perform such actions as preventing software installations, disabling web browsing, or even wiping your phone. While IT has no policies or plans to implement any such policies regarding those actions, you should be aware of the risk before using it. If you are not comfortable with that, you should use your device's web browser to check your email online instead at http://www.outlook.com/gulls.salisbury.edu.

Setting up Exchange on your device gives you some of those options as well. For example, if your device is ever stolen, you can sign onto web access at http://www.outlook.com/gulls.salisbury.edu and remotely wipe your phone by clicking Options and then selecting Mobile Devices.
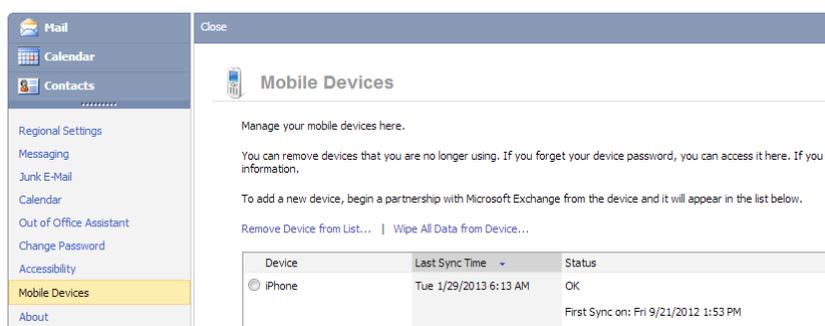
NOOK

NOOK HD+, NOOK HD, NOOK TABLET, NOOK COLOR

You must be connected to a Wi-Fi network in order to send or receive email using your Nook.

LAUNCHING THE EMAIL APPLICATION ON THE NOOK HD+ AND NOOK HD

1. Tap the **NOOK** button to display the **Home Screen**.
2. Tap the **Email** button at the bottom of the screen.

LAUNCHING THE EMAIL APPLICATION ON THE NOOK TABLET AND NOOK COLOR

1. Tap the **NOOK** button to open the **Quick Nav bar**.
2. Tap **Apps**.
3. Tap the **Email** app.

If you have not already set up an email account, the Email application displays a screen for setting up an email account.

SETTING UP YOUR EXCHANGE ACCOUNT

Your NOOK may be able to automatically configure your email account using your email address and SU password. You may want to try that option first. If that does not work, you will need to manually set up your account. If you have already set up an email account on your nook, on the main Email screen click **Add Account**.

1. On the **Email account set-up** screen, enter your **SU email address**.
2. Enter your **SU password**.
3. If you want this to be your default account, check **Send email from this account by default**.
4. Tap **Manual Setup**.
5. In the **Domain Username** field, enter your **SU username** (see above).
6. In the **Server name** field, enter **outlook.office365.com.**
7. Check the **Use secure connection (SSL)** field.
8. Check the box labeled **Accept all SSL certificates**.
9. Tap **Next.**

Your NOOK will now attempt to connect to the email account. If successful, you will get a confirmation screen with an option to set an **Account name** and **Your name**.

1. In the **Account name** field, enter a name to identify your account, like **SU email**.
2. In the **Your name** field, enter your name as you would like it to appear in your outgoing mail.
3. Tap **Done**.

NOOK SIMPLE TOUCH, NOOK SIMPLE TOUCH WITH GLOWLIGHT, NOOK 1ST EDITION

Email is not available on these devices.

FOR MORE INFORMATION

NOOK Support: http://www.barnesandnoble.com/u/NOOK-Support/379003184/

KINDLE

The plain Kindle readers do not have email available. However, you can set up your email on your Kindle Fire 2nd Generation or higher.

KINDLE FIRE HD & KINDLE FIRE (2ND GENERATION)

1. From the **Home Screen**, tap **Apps**.
2. Tap the **E-mail App**.

3. Tap **Exchange**.
4. Provide the information for your Exchange account. See above for the Exchange account information.

KINDLE FIRE (1ST GENERATION)

The 1st generation of Kindle Fire does not support Exchange.

FOR MORE INFORMATION

Kindle Support: http://www.amazon.com/gp/help/customer/display.html.

BLACKBERRY

First, you will need to go to the website that corresponds with your provider.

- Verizon: http://www.blackberry.com/go/vzw
- T-Mobile: http://www.t-mobile.com/bis/
- AT&T: https://bis.na.blackberry.com/html?brand=mycingular
- Sprint: https://bis.na.blackberry.com/html?brand=sprint

SET UP EXCHANGE USING OWA

1. Under **Email Accounts**, click **Set Up Account**.
2. In **Email address:** enter your **SU Email Address**.
3. Enter and confirm your **SU Password**.
4. Click **Next**.
5. On the **Additional Information Required** screen, choose **I will provide the settings to add this email account**.
6. Click **Next**.
7. On the **Select Account Type** screen, choose **This is my work email account**.
8. Click **Next**.
9. On the **Set Up An Existing Work Email Account** screen, in the **Outlook/Exchange** section, **choose I can access my email account using a web browser (Outlook Web Access).**
10. Click **Next**.
11. On the **Set Up An Existing Outlook Web Access Account** screen, you will need to determine your URL for the **Outlook Web Access URL:** field.
    a. Log into your SU email at **http://www.outlook.com/gulls.salisbury.edu**
    b. Click **Help (?)** and then **About.**
    c. Scroll down to **Host Address**. Enter that address in the **Outlook Web Access URL:** field.
12. Enter your **SU username** (see above).
13. Enter your **SU password**.
14. Enter your **full SU email address**.
15. For the **Mailbox name:** enter your **SU username**. (If this setup doesn't work, try leaving it blank).
16. Click **Next**.
17. If properly configured, you'll get a confirmation window. Click **OK** to dismiss.

Note: it can take a significant amount of time before you begin to receive email after setup. Blackberry does not handle meeting invites well. It's recommended to avoid responding to or accepting meeting invites on your Blackberry.

BLACKBERRY SETUP TROUBLESHOOTING TRICK

Depending upon your setup and your service provider, your Blackberry may not give you the ability to edit the information needed to set it up using their instructions. This is because on some setups, it uses your username (without the guills.salisbury.edu) and sets up gulls.salisbury.edu as the email server. Unfortunately, it won't let you edit the username, so trying to switch it using the directions provided above won't work.

Instead, you have to trick your Blackberry into letting you put in the values at setup. To do this, first, delete your gulls.salisbury.edu email address out of your phone if you've previously tried to set it up.

Next, go to your Email settings, choose add a new email account, and put in some gibberish@outlook.com as the email address, and some more gibberish as the password. What you're trying to do is get the Email setup to fail to automatically find your settings. After about three long tries, it returns a red error message stating something like "The email address or password is incorrect, or we need more details. Retype the information or provide additional settings." That's what you want to see. Click "provide additional settings."

Then choose POP/IMAP and click Next.

Now you can replace the gibberish email address and password with your email address and password, put in the email server as found in the above instructions for your phone, and put in your username (full email address @gulls.salisbury.edu) and hit Next. That should get your email address set up in those phones that give you limited access to settings.

ANDROID DEVICES

Note that Android devices vary widely by manufacturer, operating system flavor/version, and carrier/provider. Please see your existing documentation and support sites for your device for exact instructions.

GENERAL SETUP FOR ANDROID PHONES AND TABLETS

1. From the **Applications** menu, select **Email**.
   a. On some versions of Android, this may be named **Mail**.
2. Type your **full SU email address**.
3. Select **Next**.
4. Select **Exchange account**.
   a. On some versions of Android, this may be named **Exchange ActiveSync** or **Corporate Sync**.
5. For **Domain\Username**, type your **full SU e-mail address**.
   a. If the above doesn't work, try **SALISBURY\username** instead.
   b. If the **Domain** and **Username** are separate text boxes, leave **Domain** empty. Type your **full email address** in the **Username** box.
      i. If the above doesn't work, try entering **salisbury.edu** for the **Domain** and your **SU username** for the **Username** field.
6. For **Password**, enter your **SU password**.
7. For **Exchange Server**, enter **outlook.office365.com**.
   a. Some users of Android may experience connection problems using **outlook.office365.com** as the server name.
      i. Log onto your **SU Email account** at **http://www.outlook.com/gulls.salisbury.edu**
      ii. Click **Settings** ⚙ **> Options > Account > My account > Settings for POP and IMAP access.**
      iii. Under **POP setting**, look at the value for **Server Name**.
      iv. Use the value in **Server Name** for the **Exchange Server** instead.
8. Select **Next**.
9. Once verified, the **Account Option** screen displays.

10. It is recommended that you change the **Email checking frequency** to **Manual** from the default of **Automatic (push).** You can also choose how much to synchronize, how to be notified, and whether you want to sync contacts.
11. Select **Next**.
12. Give the account a name, like **SU email**.
13. Type the name you want displayed when you send email.
14. Select **Done**.

You may need to wait ten to fifteen minutes after you set up your account before you can send or receive email.

FOR MORE INFORMATION:

Microsoft Outlook Setup: http://help.outlook.com/en-us/140/dd940179.aspx