

Setup for Mobile Devices



For further support information visit:
[Office 365 Mobile Device setup](#)

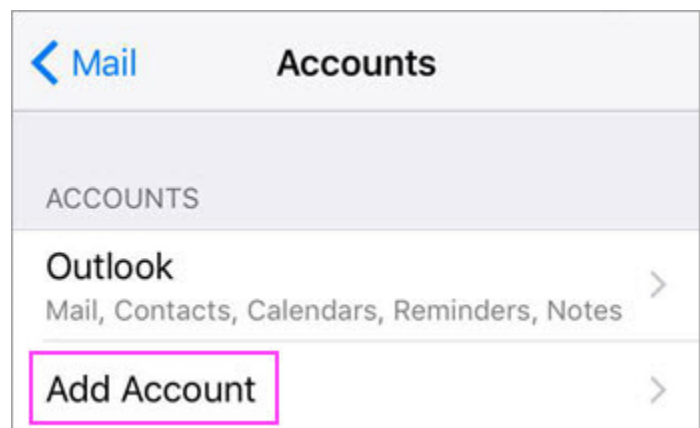
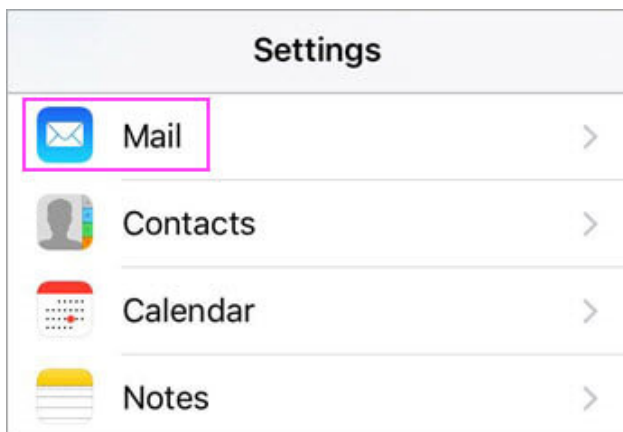
Apple iPhone, iPad, iTouch, & MacBooks

Set up email using the iOS Mail app

Applies To: Office 2013 Office 365 Small Business More...

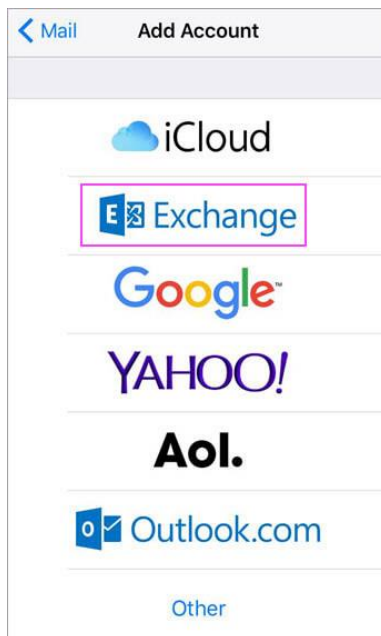
1

Go to your device's **Settings**, scroll down and tap **Mail** > **Accounts** > **Add Account**.



2

Select **Exchange**.



3

Enter your Office 365 email address, password, and a description of your account. Tap **Next**.

NOTE: Your email address should be your Office 365 business account [\[your email address\]@bumc.net](#)

If you're prompted to enter server settings, enter the following and tap **Next**.

Email: your full email address.

Server: outlook.office365.com.

Username: your full email address.

Password: email account password.

The Mail app may request certain permissions. To agree, tap **Yes**.

Then choose the apps you want your email account to sync with your iOS device and tap **Save**.

Set up email in Android email app

Android mail apps may look different across different devices, and these directions may not exactly match the options you see. Use these steps as a guide or consult the manufacturer's help for your particular device.

For easy email and calendar management, we recommend you [set up email in the Outlook for Android](#) mobile app.

Choose your built-in Android email app:

[Android Gmail app](#)[Samsung Email app](#)

1

Update your Gmail app to the latest version:

Open the Google Play Store app on your phone.

Type "Gmail" into the search bar and then select **Update**.

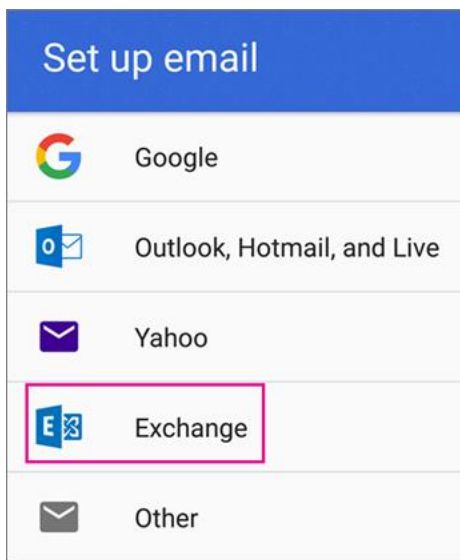
NOTE: If the update option is not available, you're already on the latest version.

After the update is installed, tap the Gmail app icon to open it.

2

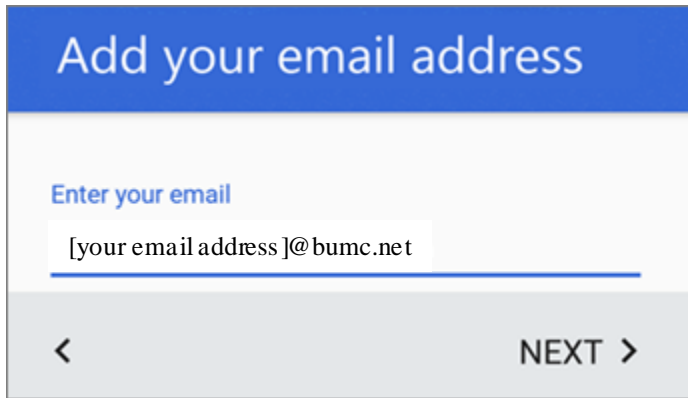
Tap the menu icon in the upper left corner > **Settings** > **Add account** > **Exchange**.

IMPORTANT: Do **NOT** choose "Outlook, Hotmail, and Live" unless you want to set up your account as an IMAP account.



3

Enter your full email address and tap **Next**.



Enter your password and tap **Next**.

NOTE: If you're prompted for additional settings, you'll need to ask your email provider or contact your administrator.

4

Follow any prompts you may get, including security permissions. You may also be asked to set your sync settings and a display name.

If you use Office 365 for business, you may also be asked to give additional security control. In this case, choose **Activate**.

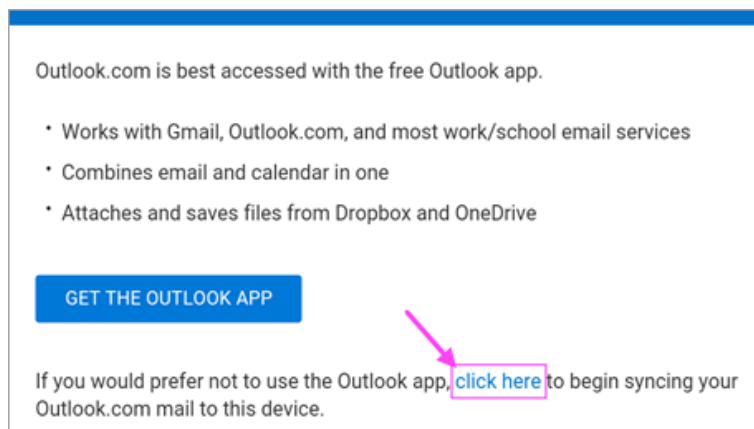
5

Go to your inbox. If you see a message from "**Microsoft account**" with a subject that starts with "**Action Required**," follow these steps:

NOTE: If you don't see this message, skip this step.

Tap the email message to open it.

Tap the **click here** link to enable sync with the Gmail app.

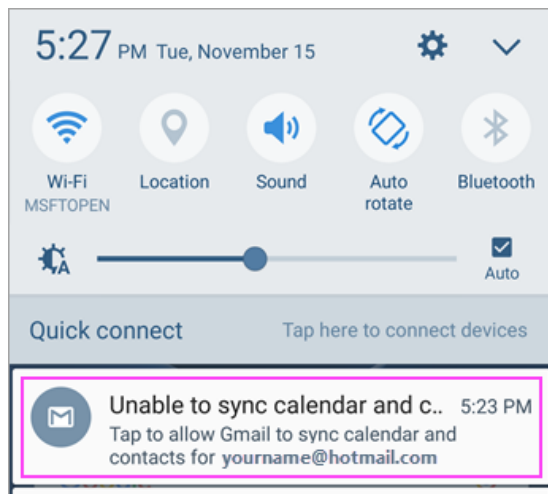


6

Pull down the Android notification bar by swiping down from the top of your screen.

If you see a notification that reads "**Unable to sync calendar and contacts**," tap it. Then tap **Allow** and follow the prompts.

NOTE: If you don't see a sync error notification, you're good to go!



You're done!

If you're unable to add your email account to the Gmail app, try the **Manual Setup steps** in the dropdown below: