

# ANDROID MOBILE SETUP

## Setup for Office 365

---



Use the Outlook for Android app

**NOTE** Outlook for Android requires a device running Android 4.0 or later.



[View these steps in a video.](#)

By using the Outlook for Android you can access your email, calendar, contacts, and OneDrive files from within the app rather than having to check separate apps.

**NOTE** You cannot access tasks from the Outlook for Android app.

1. Download the [Outlook for Android app](#) from the Google Play store if you haven't installed it yet.



**Use the built-in Android mail app**

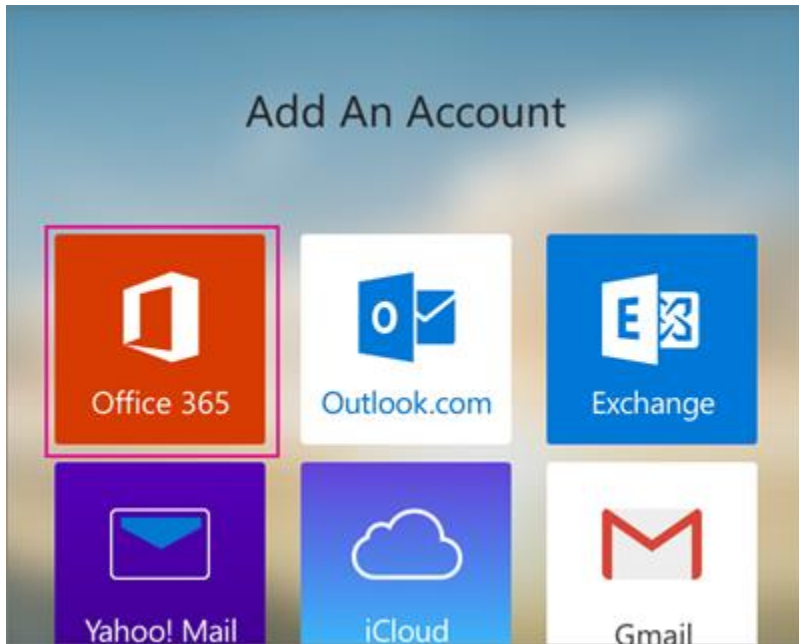


[View these steps in a video.](#)

1. Tap **Settings** > **Accounts** > **Add account** > **Email**.

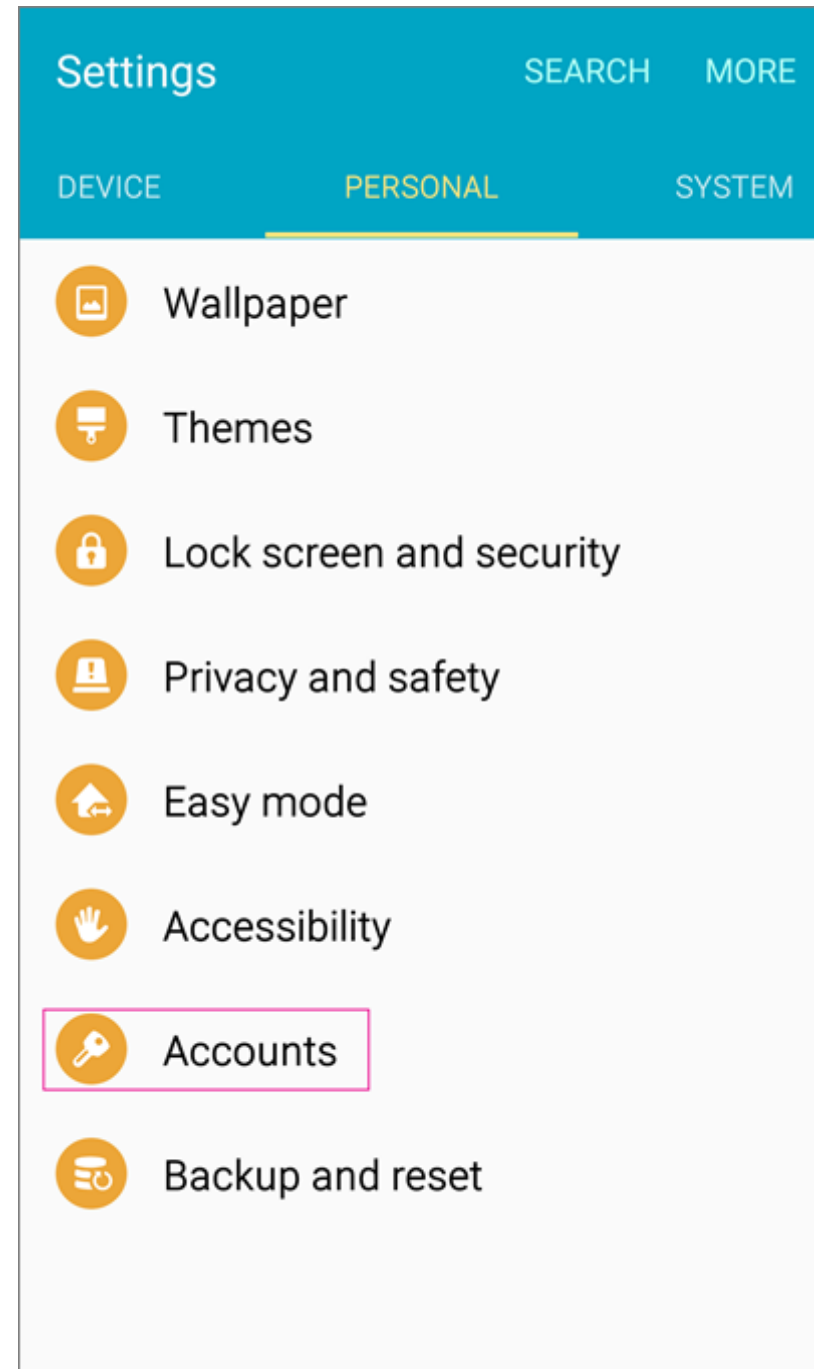
If you already have it installed, open it and then depending on your device, tap the navigation control at the bottom of your Android, or tap **More** > **Settings** > **Add Account**.

2. Tap **Office 365** because you have a school account in Office 365 for business.



3. Enter your full email address, for example [samson@ucdenver.edu](mailto:samson@ucdenver.edu), type your password, type your password, and then tap **Sign in**.

**[NOTE]** If you previously selected Exchange to set up your account you may receive a message about security upgrades and




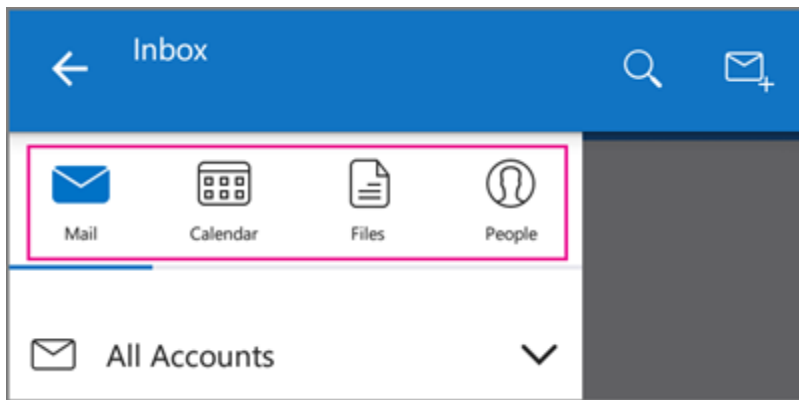


Use the Outlook for Android app

you need to re-sign in. Follow the prompts and sign in with your full email address and password.

Outlook for Android then starts syncing the account.

4. To view your calendar, files, or contacts from the app, tap **More** .



5. To learn more about using Outlook for Android, tap the navigation control at the bottom of your device, or tap Menu > Help. Or, see [Frequently asked questions about Outlook for iOS and Android](#).

You can have more than one account in Outlook for Android. [Select the type of account you want to add](#) and follow those steps.



**Use the built-in Android mail app**

2. Type your full email address, for example [samson@ucdenver.edu](mailto:samson@ucdenver.edu), type your password, and then tap **Next**.

3. Select the **Exchange** option.

4. Depending how the Office 365 administrator in your organization set up your account, you might receive a message about additional security features. Select **OK** to continue.

## Remote security administration

Server outlook.office365.com must be able to remotely control some security features on your device. Continue?

**CANCEL**

**OK**



Use the Outlook for Android app

### Delete an account

1. Depending on your device, tap the navigation control at the bottom of your device, or tap **More > Settings**.
2. Tap the account you want to delete.
3. Select **Remove Account from Device and Remote**.

**Learn about other [Office 365 Android phone or tablet apps](#).**



Use the built-in Android mail app

5. Once the device verifies the server settings, the. Once the device verifies the server settings, the **Account Options** page opens. Accept the defaults or select the options for how you want to receive and send your mail, and then tap **Next**. (You may need to scroll down to see **Next**.)
6. On the **Set up email** page you can change the name of your account. When you're finished tap **Done**.

If you synced your calendar and contacts in step 5 you can go to those apps on your phone to view any items that might be there. If you synced tasks as well, you should see them in the calendar app on your device. It might take a few minutes for everything to sync.

If your device can't connect make sure you typed your email address and password correctly and try again. If you still can't connect try setting it up manually following the steps below.

### Manual set up

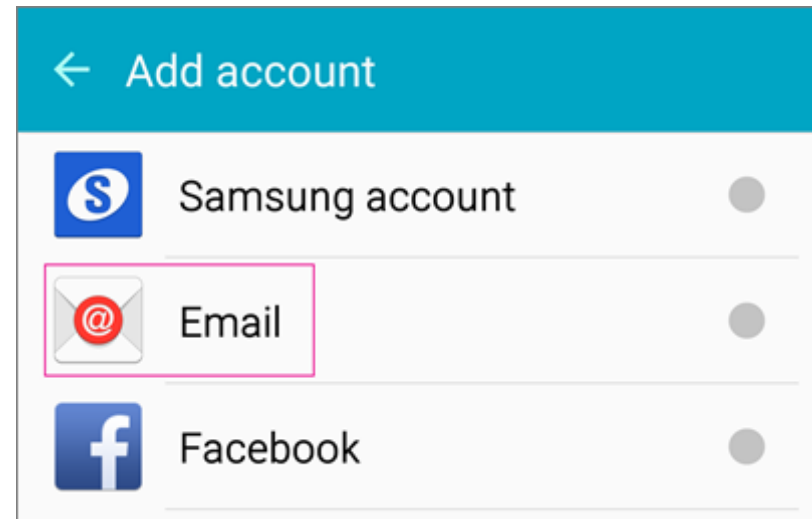
1. Tap **Settings > Accounts > Add account > Email**.



Use the Outlook for Android app



Use the built-in Android mail app



2. Type your full email address, for example [samson@ucdenver.edu](mailto:samson@ucdenver.edu), type your password, and then tap **Next**.
  3. Select **Manual**.
  4. Review the settings on the **Exchange server settings** page and update if necessary.
- **Email** Make sure your full email address is in this box, for example, [samson@ucdenver.edu](mailto:samson@ucdenver.edu).
  - **Domain\Username** Type your full email address in this box, for example, samson@ucdenver.edu.  
If **Domain** and **Username** are separate text boxes in your



Use the Outlook for Android app



**Use the built-in Android mail app**

version of Android, leave the **Domain** box empty, and type your full email address in the **Username** box.

- **Password** Use the password that you use to access your account.
- **Exchange Server** The server name for Office 365 for business is **outlook.office365.com**.
- Make sure the **Use secure connections (SSL)** box is checked.

← Exchange server settings

Email address

tony@contoso.com

Domain\username

tony@contoso.com

Password

••••••

Show password

Exchange server

outlook.office365.com

Use secure connection (SSL)

Use client certificate

CLIENT CERTIFICATE

NEXT >



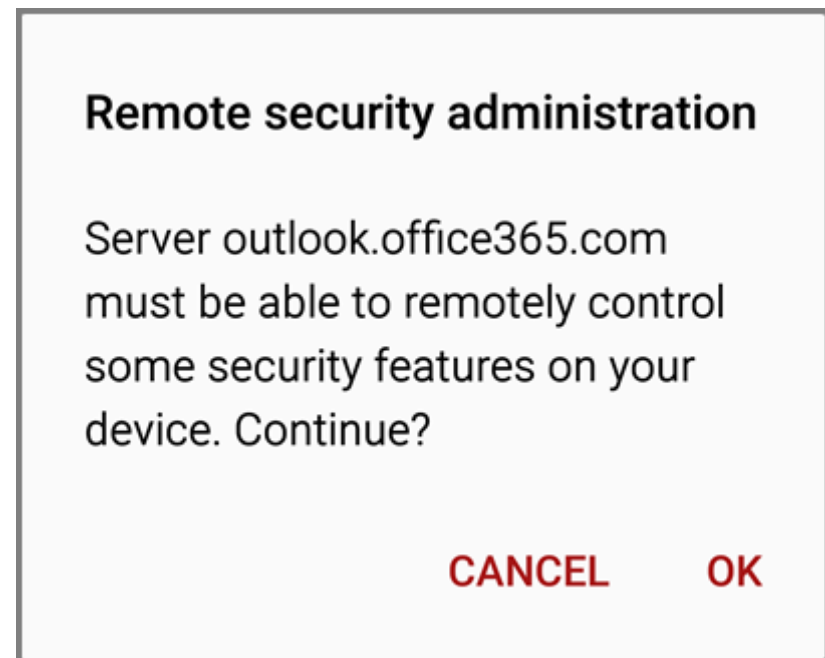
Use the Outlook for Android app



Use the built-in Android mail app

5. Tap **Done**.

6. You might receive a message about additional security features. Select **OK** or **Activate** to continue.



7. Accept the defaults or make changes for how you want your account to sync on your device. When you're finished, swipe to the bottom and tap **Next**.





Use the Outlook for Android app



**Use the built-in Android mail app**

8. On the **Set up email** page you can change the name of your account. When you're finished tap **Done**.

If you synced your calendar and contacts in step 7 you can go to those apps on your phone to view any items that might be there. If you synced tasks as well, you should see them in the calendar app on your device. It might take a few minutes for everything to sync.

***Learn about other [Office 365 Android phone or tablet apps](#).***

---

## Troubleshoot

### Can't get your email account added to your mobile device successfully?

1. Be sure you are specifying your full email address as the username and make sure you are typing in your current University password correctly. Try logging in to Outlook Web App at <http://myemail.ucdenver.edu/> to verify you are using the correct username and password. If your password is not working, reset your University password at <https://myaccount.ucdenver.edu/> and then verify you can log into <http://myemail.ucdenver.edu/> successfully before trying to add your email account to your mobile device again.
2. Verify you have a currently working connection to the Internet on your device by opening a web browser and trying to get a random off-campus web page to load.

3. Alternatively, you can try disabling Wi-Fi, which will make your cell data network connection active (if your mobile device has cell data support), and try adding the email account again.

4. You can try an alternative server name, [m.outlook.com](https://m.outlook.com)

**In case there is a bug in your current version, you can try updating your device with the latest software updates and then try adding the email account again.**