

WINDOWS PHONE MOBILE SETUP

Windows Phone 7, 7.5, 8, 8.1



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

1. In the [App list](#), tap **Settings**, and then tap **Email + accounts**.
2. Do one of the following:
 - If you have Windows Phone 8 or 8.1, tap **Add an account** > **Exchange**.
 - If you have Windows Phone 7 or 7.5, tap **Add an account** > **Outlook**.
3. Enter your full email address, for example tony@contoso.com, and your password, and then tap **Sign in**. If the phone finds your account settings, your email, calendar, and contacts will be synced to your phone.

NOTE If there's a problem connecting the email account, see the Microsoft Exchange or Office 365 email account section in [Set up or delete an email account for Windows Phone 8 or 8.1](#), or in [Set up or delete an email account for Windows Phone 7 or 7.5](#).

Troubleshoot

Can't get your student 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. 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.
3. 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.