



Mobile Setup for Office 365

If you have a town owned device

- Please email helpdesk@townofchapelhill.org or submit a helpdesk request at <https://helpdesk.townofchapelhill.org> to setup your mailbox. Once you are moved you will be prompted for your password.

If you have a personally owned device

- If you have an IOS device and would like to use the native mail client, click [here](#).
- If you have an Android device and would like to use the native mail client, click [here](#).
- If you would like to use the Outlook mobile app, click [here](#).

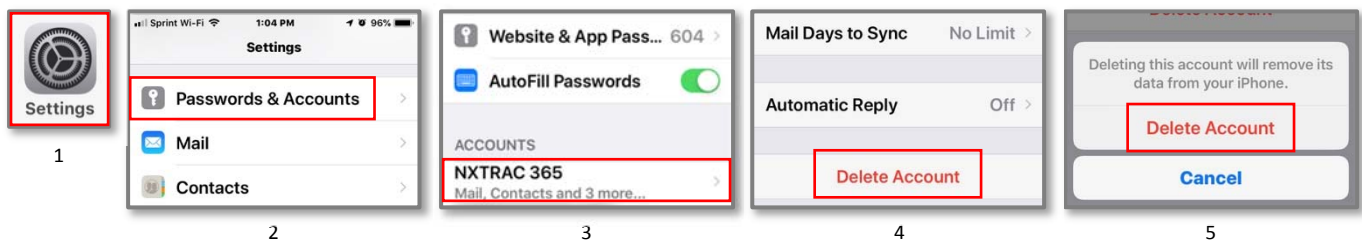
Whenever you are logging into office 365, make sure to use your email address and the same password you use to log into your computer.

If you have any questions or need help click [here](#) for the helpdesk. You can also call 2020 if you are unable to send an email or do not have access to the internet.

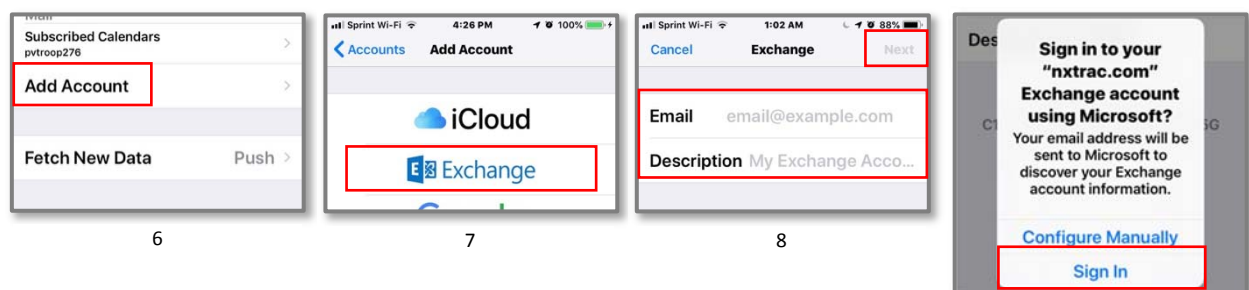
iPhone/iPad (Active Sync)

If this is the first time setting up this account, skip steps 3-6. Otherwise include these steps to avoid having a duplicate email account.

1. Unlock your phone and tap once on **Settings**.
2. Scroll down to **Passwords & Accounts** and tap once.
3. Find your **Existing Mail Account** and tap on it once.
4. At the bottom of the next screen tap once on the red **Delete Account** button.
5. A second **Delete Account** button will appear at the bottom of the screen. Confirm deletion of the account by tapping once -- **This cannot be undone!**



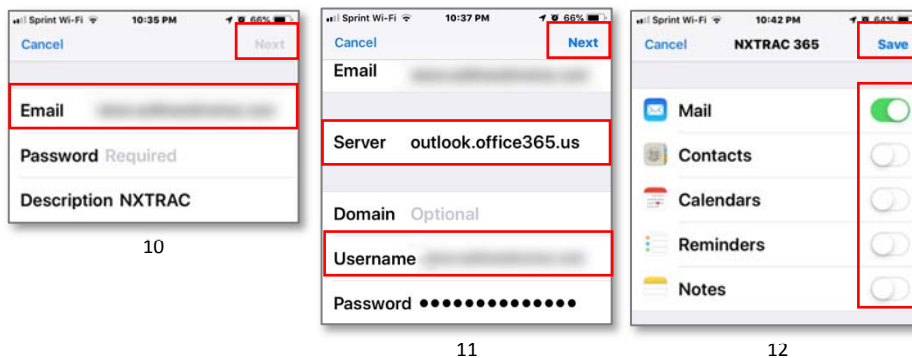
6. Once the old mail account is deleted, you will automatically be returned to **Settings > Passwords and Accounts** where the next step if you don't already see it is to scroll down to **Add Account** and tap once.
7. On the new screen tap once on **Exchange**.
8. Now tap once on **Email** and enter your full e-mail address. (e.g. fsmith@townofchapelhill.org). **Optionally but strongly recommended**, on the same screen, tap once on **Description** and replace the auto-generated description *Exchange* with something more explanatory like *Town Email/TOCH Email or OFFICE 365*. Finally, tap on **Next** which should have changed from grey to blue in color.
9. On the subsequent popup message choose **Sign In** by tapping once.



10. On the next screen tap in the **Password** box and enter your password (same password you log into your computer with) then tap **Next** on the upper right corner of the screen.
11. There are several entries on the next screen THAT MAY APPEAR. If these fields don't appear, you can skip this step. Otherwise, begin by tapping once on **Server** and enter **outlook.office365.com**. Then tap once on **Username** and enter the same e-mail address you entered in step 8. Once complete, go ahead and tap on the **Next button in the upper right corner of the screen.**

*Your account configuration will now be validated by the servers. You may see green check marks appear next to the information you've entered. If everything passes inspection you will be navigated to the next screen where you may choose synchronization options.
(if you're having trouble, see "NOTE" below.)*

12. The final step is to decide the type of information you want to synchronize on your iOS device. By default, Mail, Contacts, Calendar, Reminders and Notes are all turned on. If you disable everything you will put the account into an inactive state without deleting, your settings. To turn on/off individual items tap once on the slide switch to the right of an item. (E.g. in the example provided only **Mail** has been configured to sync with the phone). Tap once on **Save** when you're ready to **complete setup and begin using mail.** You may always go back into **Settings > Passwords & Accounts** and **Select Your Account** to modify the synchronization settings.



Worth knowing:

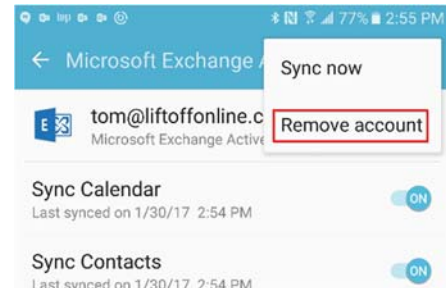
- It may be necessary to **turn off and re-start** iPhone/iPad, but in most cases simply open your new mail account and allow the mail to sync.
- By default, your iPhone will only sync mail for a limited period of days so the mobile's performance will be fast. This setting can be configured if desired.
- There are many free **iPhone/iPad apps** specifically designed for Office 365 that you can take advantage of as well. These include Outlook, Word, Excel, PowerPoint, One Note, and OneDrive for Business: <https://products.office.com/en-us/mobile/office-mobile-apps-for-ios>

NOTE: If you have not updated to iOS 12, go to your device's **Settings > General > Software Update** and follow instructions for updating your phone's software. If your phone's software is up-to-date and you're still having problems cancel setup and start from step 1 to ensure all procedures have been followed. If problems continue contact your IT administrator.

Android (Active Sync)

(NOTE: These instructions are based on a Samsung Android phone. All Android phones are different so use these instructions as a guide, but know that the settings, buttons and labels may vary slightly. If you run in to a phone that you need assistance with configuring, please let us know)

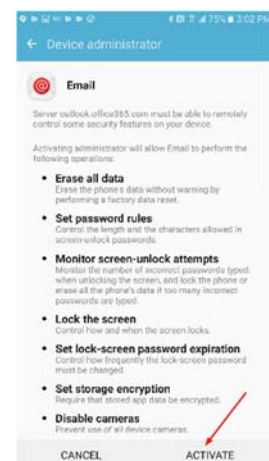
1. Firstly, go to **Settings -> Accounts**. Highlight **Microsoft Exchange, Microsoft ActiveSync or Microsoft Exchange ActiveSync**. Click **More** and choose **Remove Account**.
2. Now, back in the **Accounts** section of **Settings**, click **Add Account** at the bottom of the selection list.
3. For Samsung phones, choose **Email**. This may also be called **Microsoft Exchange, Microsoft ActiveSync** or **Microsoft Exchange ActiveSync** (NOTE: do NOT choose **Outlook.com** as an account type).
4. Type your full e-mail address, for example `fsmith@townofchapelhill.org`, and your password (same password you log into your computer with), and then select **Sign In**.
5. Sometimes a **Server** field appears. If it does, enter the server name **outlook.office365.com** and then tap **Next**. (if you're having trouble with this, see "Troubleshooting" below.)
6. If prompted to select *remote security administration* warning, choose **OK**. Your phone should automatically configure your account.
7. Select the period of time you want to sync emails and your calendar for as well as the sync frequency (the default should be "push" or "automatic" which is recommended). Click **Sign In** again.
8. If prompted with a *device administrator* security warning, click **Activate** to accept your email administrator's requirements for adding your account.
9. Give the account a name (you can usually select your email address as the default name) and click **Done**.
10. You can use your **Mail** app, your **Calendar** app and your **Contacts** or **People** app to access your Office 365 data.



Remote security administration

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

CANCEL OK



There are many free **Android apps** specifically designed for Office 365 that you can take advantage of as well. These include Outlook, OWA, Word, Excel, PowerPoint, One Note, and OneDrive for Business:

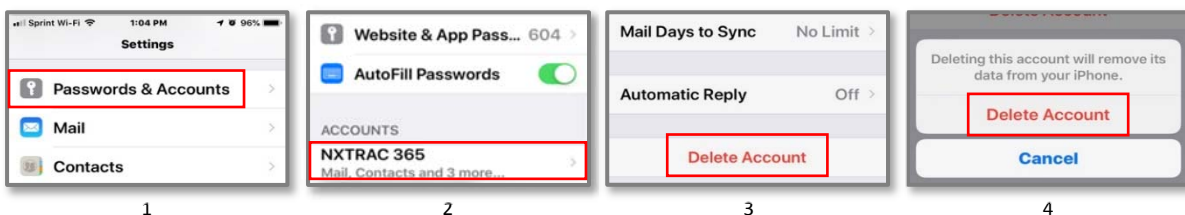
<https://products.office.com/en-us/mobile/office-mobile-apps-for-android>

Outlook Mobile Setup for Office 365

Before adding your new Office 365 account to your phone, you have to remove any previous instances of your organization's email account. To do so, follow the steps below.

To Remove Existing Account From iPhone:

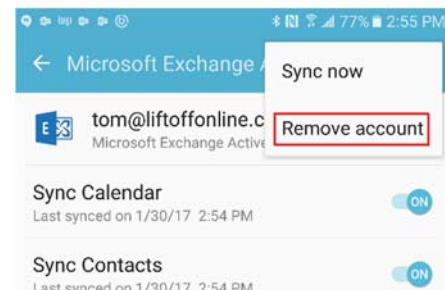
13. Unlock your phone and tap once on **Settings**.
14. Scroll down to **Passwords & Accounts** and tap once.
15. Find your **Existing Mail Account** and tap on it once.
16. At the bottom of the next screen tap once on the red **Delete Account** button.
17. A second **Delete Account** button will appear at the bottom of the screen. Confirm deletion of the account by tapping once -- **This cannot be undone!**



To Remove Existing Account From Android:

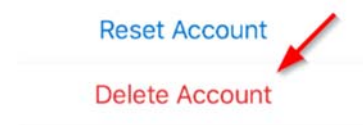
11. Unlock your phone and go to **Settings -> Accounts**.
12. Highlight **Microsoft Exchange, Microsoft ActiveSync** or **Microsoft Exchange ActiveSync**.
13. Click **More** and choose **Remove Account**. **This cannot be undone!**

NOTE: These steps may vary based on your device type.



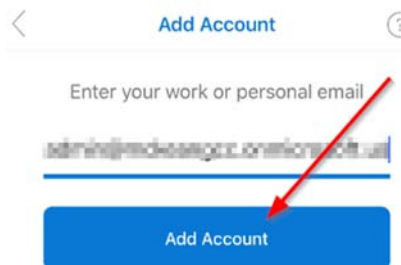
To Remove Existing Account From Outlook App:

1. Unlock your phone and open the **Outlook app**.
2. Click on your **Initials** in the top, left-hand corner.
3. Click on the **gear icon** at the bottom of the left hand menu.
4. Click on **your email address** in the Accounts list with the red O in front of it.
5. Scroll down and click the red **Delete Account**. Answer affirmatively to any prompts. **This cannot be undone!**

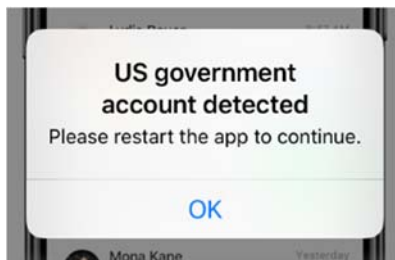


Add Your Account To The Outlook App:

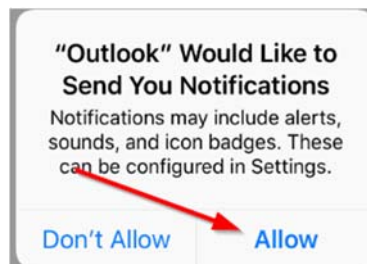
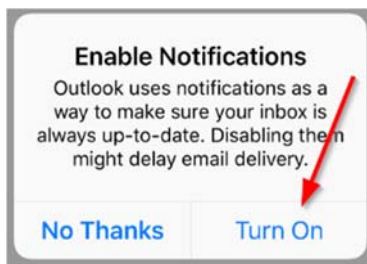
1. First, you will want to open the App Store on your iOS device or the Play Store on your Android device. Search for and install the Outlook app.
2. Once installed, open the Outlook app.
3. If prompted to add a different account, click Skip.
4. Next, enter your email address and click Add Account. Enter your password (same password you log into your computer with) when prompted.



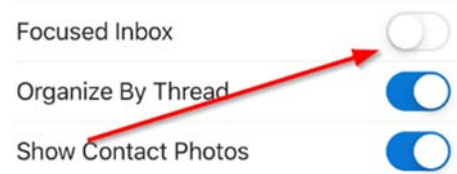
5. You will be prompted that a US Government has been detected. Click OK. (You may have to manually restart Outlook after that). **This will remove any other (non-GCC) accounts from Outlook on your device.**



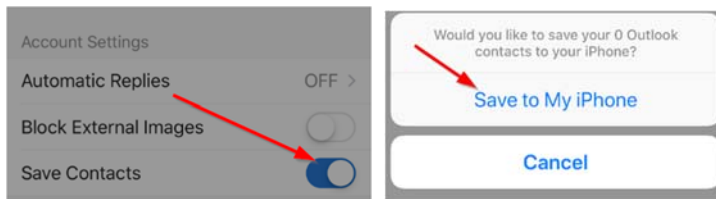
6. You may be prompted to enable notifications. If you are, click Turn On, then click Allow.



7. Next, click on your initials in the top, left-hand corner of the screen, then the gear icon at the bottom left to go into settings.
8. If you'd like to see all of your Inbox emails in one folder, turn Focused Inbox to Off (this is most common).



9. Next, click on your Office 365 account (preceded by the red O icon) and turn ON Save Contacts.



10. If prompted, with a security warning for the Contacts, answer affirmatively.
11. That's it! You can now start using the Outlook app to access your email. If you have any issues, please use the helpdesk(<https://helpdesk.townofchapelhill.org>) or contact TS at 2020.