

Cuyahoga Community College Office 365 Basic Setup for Mobile Devices

This document is primary for use by early adopters migrating from Exchange 2010 to Office 365

Removing College Email from your Mobile Device

<i>Android</i>	<i>Apple/iOS</i>
<ol style="list-style-type: none">1. Menu > Settings (or Apps > Settings)2. Scroll down and tap Accounts and Sync3. Tap on the Exchange account name4. Tap the three dots in the upper right corner for options5. Tap to Remove the account	<ol style="list-style-type: none">1. Settings > Mail > Accounts2. On the Accounts screen, tap the Exchange account you want to remove3. Scroll down, and tap Delete Account4. Tap Delete Account to finish

Adding Office 365 College Email to your Mobile Device

<i>Android</i>	<i>Apple/iOS</i>
<ol style="list-style-type: none">1. Menu > Settings (or Apps > Settings)2. Scroll down and tap Accounts and Sync3. Scroll down and tap Add Account4. Tap Microsoft Exchange ActiveSync5. Enter your email address and network password	<ol style="list-style-type: none">1. Settings > Mail > Accounts2. Tap Exchange3. Enter your email address and network password

FAQ

Q: I don't see an "Exchange" to remove?

A: You may have named the account something else, such as "Tri-C" or "Work"

Q: I changed my network password, but my mobile device won't accept it.

A: Please allow up to 10 minutes for your network password to be synchronized to Office 365

Q: I use a third-party mobile client, such as Outlook Mobile or Touchdown; how do I move them to 365?

A: They will follow the same basic procedure as the native email configuration. You may need to enter:

Username: **your Tri-C email address (first.last@tri-c.edu)**

Server name: **outlook.office365.com**

Domain: **tri-c.edu**