Configuring Email a Mobile Device

If you still have difficulty with the following instructions, please contact the SON Help Desk.

Steps for Apple iOS Devices:

These instructions were created with iOS 9. If you have an different iOS, the steps may vary slightly, but the information you need to enter should be the same.

1. Tap **Settings** > **Mail, Contacts, Calendars** > **Add Account**.
2. Tap **Microsoft Exchange**.
3. Enter your full e-mail address **JHEDID@jh.edu** (note the that this should be **jh.edu** not **jhu.edu**)
4. Enter your JHEDID password
5. Enter a Description for the account and tap **Next**
6. The phone should automatically detect server settings and configure everything needed to access your mailbox. If it does, proceed to step 9.
7. If the server settings are not automatically detected, use the following settings to configure your device:
    a. Server: **outlook.office365.com**
    b. Domain: leave blank
    c. Username: **JHEDID@jh.edu** (note the that this should be **jh.edu** not **jhu.edu**)
    d. Password: Enter your JHED password
8. Tap **Next** on the upper-right corner of the screen.
9. Choose the type of information you want to synchronize between your account and your device, and then tap **Save**. By default, Mail, Contacts, and Calendar information are synchronized.

Alternatively, you can also use the Outlook app on your iOS device

https://www.microsoft.com/en-us/microsoft-365/outlook-mobile-for-android-and-ios

Steps for Android Devices:

Microsoft now only recommends using the Outlook app for accessing Office365 accounts on an Android device. See the link above for the app details.

When specifying your email address for the Office365 account, use **JHEDID@jh.edu** (note the that this should be **jh.edu** not **jhu.edu**)

