Email Surrey 365 – Help Sheet 5

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UNIVERSITY OF SURREY

University IT

Setting up your Windows Phone

This help sheet lists the steps for setting up your Windows Phone for Surrey365.

Requirements

- Windows Phone
- A Surrey365 account
- Web access to Surrey365 (if you need to identify your server name)

Steps to Configure Your Windows Phone for Surrey365

NOTE: Some devices will not automatically detect the correct Office 365 server name. If this is the case with your device then please follow the instructions later in this help sheet, "Identifying Your Office 365 Server Name". If this still results in an error then please follow the instructions "Identifying your Office 365 Host Name" and enter this as the server name instead. This is a known issue with Microsoft and should be resolved by summer 2012.

1. On **Start** flick to the **App** list. Tap **Settings** and then tap **email + accounts**.

2. Tap **Add an account** and then tap **outlook**.

3. Enter your email address and password and tap **sign in.** Windows Phone will try to set up your email account automatically. If setup completes successfully, skip to step 6.

4. If your email account cannot be configured automatically, tap **Advanced Setup**. You will need to enter the following information:

   *NOTE: If your device is still unable to connect correctly after entering **m.outlook.com** in the "Server" field as described below then please follow the instructions later in this help sheet, "Identifying Your Office 365 Server Name". Once you have this you will enter it in the "Server" field.*

   a. In the "Email address" field enter your email address (e.g. username@surrey.ac.uk or a.user@surrey.ac.uk)

   b. In the "Password" field enter your normal Surrey email password

   c. In the "Username" field enter your Surrey username including the *@surrey.ac.uk* suffix (e.g. username@surrey.ac.uk)

   d. In the "Domain" field enter **surrey.ac.uk**

   e. In the "Server" field enter **m.outlook.com**

   f. In the "Description" field enter Surrey365 (or any short name meaningful for you)

   g. Select the **Server requires encrypted (SSL) connection** box

5. Tap **Sign in**.

6. Tap **OK** if Exchange ActiveSync asks you to enforce policies or set a password.

7. On the "email + accounts" screen tap the account you have just created.

8. In the “Account name” field enter Surrey365 (or any short name meaningful for you).

9. Choose when to **Download new content** and when to **Download email from**.

10. Select which items of **Content to synchronise**.

11. Tap the tick icon at the bottom of the screen to save changes.

12. Tap the **Windows** button on your device to return to the **Start** screen and tap the tile related to the email account you have just set up to confirm it is configured correctly.

    NOTE: If the steps above still do not work then you may need to replace the server address with the host name instead. Please follow the instructions later in this help sheet, “Identifying your Office 365 Host Name”.

Additional Information

Further information, including additional help sheets and FAQs, is available at:

http://www.surrey.ac.uk/surrey365

If you are experiencing technical difficulties please contact the IT User Support Desk by email on **usersupport@surrey.ac.uk**, or by telephone on **01483 689898**, or in person on the ground floor of the Austin Pearce Building.

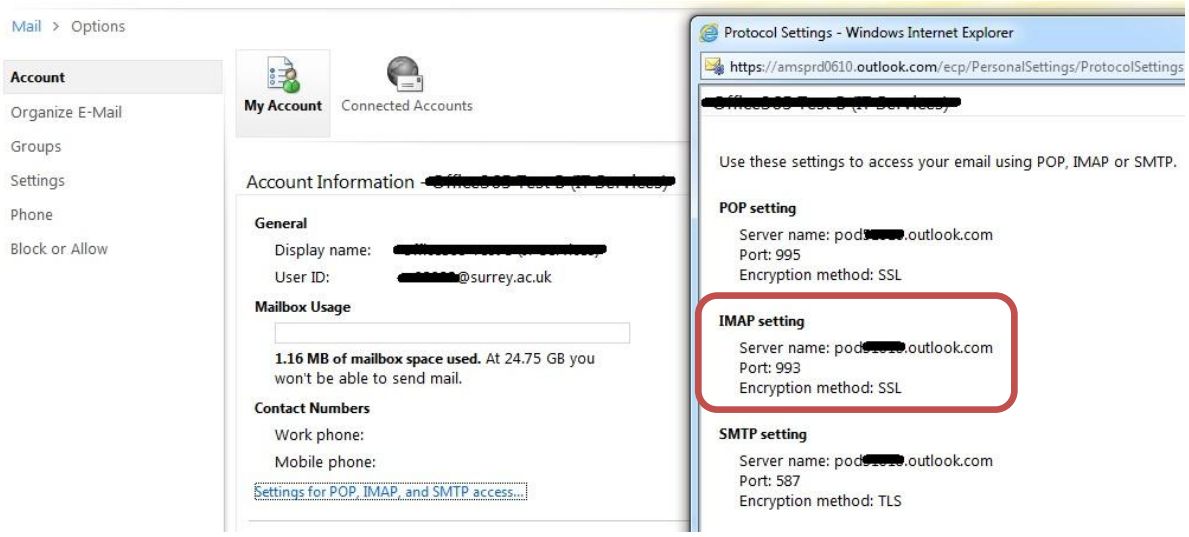
Identifying Your Office 365 Server Name

If your device does not automatically locate the correct Office 365 server name, and entering **m.outlook.com** has been unsuccessful, then please follow these steps.

1. Log in to **http://surrey365.surrey.ac.uk** using a web browser with your Username and Password.

2. Click **Options** at the top right of the screen and then click **See All Options…**.

3. Click **Settings for POP, IMAP, and SMTP access…** on the Options page under the "My Account" tab.



4. Note the server name under "IMAP Settings" which will be a variation of the pod#####.outlook.com. Use this server name to configure your device.

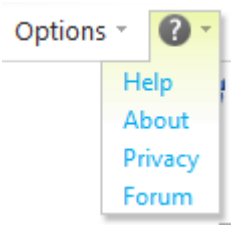
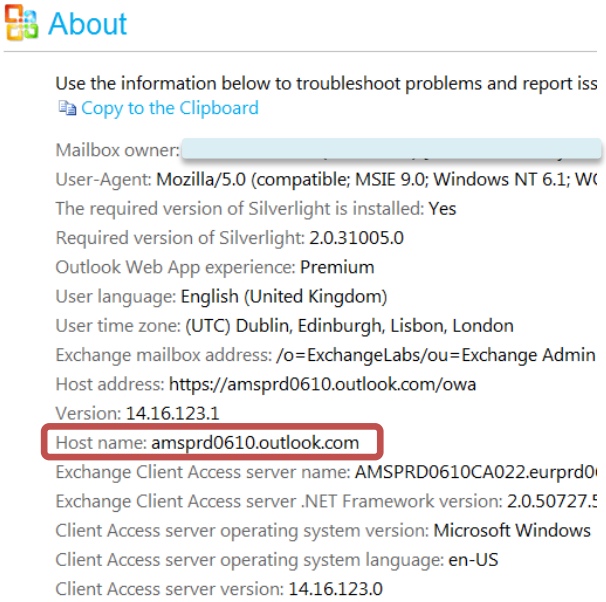
Identifying Your Office 365 Host Name

If all other attempts to connect have been unsuccessful then you may need to locate and use your Office 365 host name.

NOTE: When you use the host name as your server setting you may need to update the setting in the future. This is a known Microsoft issue and they are working on a fix which should be available by summer 2012 – the fix itself may require this setting to be changed.

1. Log in to **http://surrey365.surrey.ac.uk** using a web browser with your Username and Password.

2. From your Inbox view click the icon in the top right of the screen, and select **About:**



3. Locate **Host name** as shown below (actual name will vary) – use this name in the "Server" field on your device: