# Table of Contents

Mobile Devices Could Require Email Reconfiguration for Native Mail Client .................. 3  
To remove your email account on iOS ............................................................................. 3  
To add your email account on iOS to access your Office 365 email and calendar using native iOS mail .......................................................... 4  
Downloading and Installing the Outlook App for iOS/iPad ........................................ 8  
Android ......................................................................................................................... 11  
  Android Download and Installation of Outlook App ................................................ 17  
Service Desk Request ..................................................................................................... 21  
  Submitting a Ticket ................................................................................................. 21  
  Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays) .......................... 21  
Important Links ........................................................................................................... 21
Purpose
This training material highlights how to set up email on mobile devices.

Audience
University of Memphis faculty, staff, or students that will be setting up email on mobile devices.
Configuring Mobile Devices

Mobile Devices Could Require Email Reconfiguration for Native Mail Client

If you use a current version of the Outlook app on your mobile phone, the authentication should work without any changes on your part.

If you use the native email client for your Android or iOS device, you may need to remove your University Exchange email account from your device and add it again to authenticate with single sign on.

To remove your email account on iOS

1. From the Home screen go to Settings > Accounts & Passwords > Select Exchange.

2. Scroll down to see and click on Delete this Account.

3. Complete the process of deleting the account.
To add your email account on iOS to access your Office 365 email and calendar using native iOS mail.

1. From the Home screen go to **Settings > Passwords & Accounts > Add Account**.

2. Select the option for **Microsoft Exchange**.
3. A.) Enter the following information and then tap Next.
   - Email: your **UUID@memphis.edu**
   - Description: Exchange is entered automatically (you can change this if you wish to something like UM or UofM Mail).

B.) Click Next.

4. Choose Work or School Account.
5. A.) Enter your UUID and password and B.) Click Login.

![Login Screen]

6. Authenticate using DUO.

![DUO Authentication Screen]

7. Next a security certificate will appear click Trust.

![Certificate Trust Button]
8. Make the Choices you wish to sync, click **Save**.

9. You should now be able to go to home screen and use the **Mail** icon.
Downloading and Installing the Outlook App for iOS/iPad

1. Download the Outlook app from the Apple Store.

2. Launch the application.

3. Click Get Started.
4. Select your email provider. **Choose Exchange.**

5. A.) Enter your email address `uuid@memphis.edu`, your password, and a description of the service (for example UofM Mail, UM, etc.). B.) Click sign in.
6. A.) Enter your UUID and password and B.) Click Login.

7. Authenticate using DUO.

8. Next a security certificate will appear click Trust.

You have successfully added your UofM email account. **NOTE: It may take some time to download messages.**
Android

Before you begin, first delete your existing UofM email account from your phone by going to Settings, Accounts, Microsoft Exchange Active Sync. Select your UofM account and click the Menu Button and click Remove Account.

Follow the steps below to add the UofM mail account with the new settings.

1. Tap Settings.

2. Tap Accounts and Backup.
3. Tap Accounts.

4. Tap Add Account.
5. Tap **Microsoft Exchange Active Sync**, Android will try to retrieve the server settings.

6. A) Enter your email address (uuid@memphis.edu) and your email password. Click OK. B) Click **Manual Setup** if setup could not connect to server.
7. Enter the following information:

1. **Username:** username@memphis.edu
2. **Domain\Username:** if available, leave blank
3. **Password:** your University of Memphis password
4. **Exchange Server:** outlook.office365.com
5. Click **Next.**
8. The system will retrieve your account information.

9. Select your Account Options. Click Next.

10. Select a Name for Your account, Click Done.
11. Enter your UUID and password and click Login.

Authenticate using DUO.

12. Your android device is now setup to receive email.

Note: If this method does not work, you may need to download and install the Outlook App. This begins on the next page.
Android Download and Installation of Outlook App

1. Download and install the Microsoft Outlook App from the Google Play Store.

![Outlook App in Google Play Store](image1)

2. Launch the application.

![Outlook App](image2)

3. Tap Add Account.

![Add Account in Outlook](image3)
4. Click Create New Account.

5. A.) Enter your full email address. B.) Tap Continue.
6. A.) Enter your UUID and password and, B.) Tap Login.

7. Authenticate using DUO.
8. Outlook will sync your settings.

9. You have successfully added your UofM email account.
Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Search Our Solutions Page