Email Synchronization for Mobile Devices

While the Office of Information Technology cannot support all mobile devices, these instructions should assist you or your service provider in setting up your email.

1) Be sure to select ***Exchange*** as the email account type.

2) On some smart devices which were tested, the device asked for the username and password.
   a. After entering the username and the current password, the device synchronized email without any further problems.
      i. If your device asks for a username, your username is your full SWU email address.
      ii. If your device asks for a password, it is the same password you use to log onto the school-owned computers, mySWU, or SWU network.

3) If your device asks for a server, the server is ***outlook.office365.com***.
   a. Most devices that were tested did not ask for a server; the devices were able to auto-discover the server from the username.

4) If your device asks for a domain, the domain is ***SWU***.

5) If none of the suggestions above allow your smart device to synchronize   with your email, then please delete your email account from your phone.
   a. After deleting the email account, recreate the email account using your username and your password.
      i. On all devices which were tested, removing and then adding the email account worked to reestablish synchronization, without any data loss.

6) If your device has the option to use a secure connection, please use a secure connection.