Windows Phone (7, 7.5, 8) Exchange ActiveSync Instructions - Bloomsburg University Students

1. On “Start”, swipe left to the “App” list, tap “Settings”, and then tap “Email + accounts”.
2. Tap “Add an account” > “Outlook”.
3. Enter your e-mail address and current HuskyID password and tap “Sign in”. Windows Phone will try to set up your e-mail account automatically. If setup completes successfully, skip to step 7.
4. If you see the message “Check your information and try again. You may have mistyped your password.”, verify that you entered the correct email address and password. At this stage, you don't need to specify any values for “User name” and “Domain”. Select “Sign in”. If setup completes successfully, skip to step 7.
5. If your e-mail account can't be set up automatically, you'll see the message, “We couldn't find your settings”. Select “Advanced”. You'll need to enter the following information:
   - **E-mail address**: Enter your full email address, such as abc12345@huskies.bloomu.edu.
   - **Password**: Enter your current HuskyID password.
   - **User name**: Enter your full email address, such as abc12345@huskies.bloomu.edu.
   - **Domain**: Leave the Domain field blank.
   - **Server**: m.outlook.com
   - Tap “Show all settings” and make sure the “Server requires encrypted (SSL) connection” box is selected.
6. Tap “Sign in”.
7. Tap “OK” if Exchange ActiveSync asks you to enforce policies.

Please give the mobile device up to approximately 15 minutes to do the initial sync. For uninterrupted service, please remember to update your password in the settings each time you change your password.

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**Can’t get your student email account added to your mobile device successfully?**

1. Be sure you are specifying your full email address as the username and make sure you are typing in your current HuskyID password correctly. Try logging in to Outlook Web App at http://mail.huskies.bloomu.edu/ to verify you are using the correct username and password. If your password is not working, reset your HuskyID password at https://password.bloomu.edu/ and then verify you can log into http://mail.huskies.bloomu.edu/ successfully before trying to add your email account to your mobile device again.
2. Verify you have a currently working connection to the Internet on your device by opening a web browser and trying to get a random off-campus web page to load. If you are on-campus and have just connected to the “bloomu” wireless network and haven’t yet registered your device, you will only have very limited connectivity which will prevent you from adding your email account. If you open a web browser on your device, you should be redirected to the registration page currently at https://bradfordrr.bloomu.edu/registration/index2.html. After you successfully register on the wireless network, try adding the email account again. Alternatively, you can try disabling Wifi, which will make your cell data network connection active (if your mobile device has cell data support), and try adding the email account again.
3. You can try an alternative server name, pod51000.outlook.com, if m.outlook.com is not working.
4. In case there is a bug in your current version, you can try updating your device with the latest software updates and then try adding the email account again.