

Apple iOS (iPhone, iPad, iPod Touch) Exchange ActiveSync Instructions - Bloomsburg University Faculty/Staff

First, decide if you want to use the iOS native Email app or if you want to use Microsoft's Outlook app (available for free in the App Store). In both cases, **as long as you have a working connection to the Internet, you should just be able to specify your username (be sure to enter your full email address, i.e. username@bloomu.edu) and current password, and your account will be configured automatically.** When configuring your mobile device, be sure to configure using Exchange ActiveSync (do not choose POP or IMAP). If your Internet-connected phone is not automatically configured when you enter your full email address and current password, use this information to help with manual setup:

Account type: Microsoft Exchange
Server name: webmail.bloomu.edu
Domain: BUAD

The following information will help you configure the iOS native Email app:

1. Tap on "Settings", then "Mail, Contacts, Calendar".
2. Tap on "Add Account" then "Microsoft Exchange".
3. On the Exchange setup screen, enter the following information:
Email: Enter your full email address, such as username@bloomu.edu.
Domain: Enter "BUAD".
Username: Enter your full email address, such as username@bloomu.edu.
Password: Enter your current HuskyID password.
Description: Enter a name of your choice for this account, such as "BloomU".
Tap "Next".
4. It will now try to auto-detect the server name. If it does, you can use what it has detected and tap "Next". If it does not, you will have to enter it manually and then tap "Next".
Server: webmail.bloomu.edu
5. Verify each of the services available with your BU email account that you'd like to sync with your iOS device are set to "On", including your mail, contacts, and/or calendar, and tap "Save".

Please give the mobile device up to approximately 5 minutes to do the initial sync. For uninterrupted service, please remember to update your password in the settings each time you change your password.

Can't get your BU email account added to your iOS 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 on the Web at <https://webmail.bloomu.edu/> to verify you are using the correct username and password. If it says your password has expired, follow the prompts to change it. If your password is not

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working, reset your HuskyID password at <https://password.bloomu.edu/> . Then verify you can log in to <https://webmail.bloomu.edu/> successfully before trying to add your email account to your Android 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 guest “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 (even if it let you download the app from the Play Store). Try forgetting the guest network and instead connecting to the “bloomu-secure” network and then try adding the email account again. Alternatively, you can try disabling Wifi within Settings, which will make your cell data network connection active (if your device has cell data support), and try adding the email account again.
3. In case there is a bug in your current version, you can try updating your iOS device to the latest software version by going to Settings, General, “Software Update”. Once you are running the latest iOS, try adding the email account again.
4. If you are having a ton of trouble trying to use the mobile device’s native Email app, you can instead try using Microsoft’s Outlook app, which is free in the App Store. You can also receive a download link directly from Microsoft by going to <https://products.office.com/en-us/mobile/office-mobile-apps-for-ios>