

# General Android Exchange ActiveSync Instructions - Bloomsburg University Students/Alumni

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First, decide if you want to use your phone's native Email app or if you want to use Microsoft's Outlook app (available for free in the Play 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. [abc12345@huskies.bloomu.edu](mailto:abc12345@huskies.bloomu.edu) OR [abc12345@alumni.bloomu.edu](mailto:abc12345@alumni.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 / Exchange ActiveSync / Corporate Sync  
Server name: outlook.office365.com  
Domain: <blank>

The following information may help you configure a native Email app of a particular brand of mobile device you have, but keep in mind the terminology and process changes as software is updated and as new hardware is released and we find it hard to keep this information up-to-date and accurate for all devices in use at any given time:

## **Samsung Android Devices:**

From the list of Apps, go to Settings, Accounts, Accounts

Tap **Add Account**

Tap **Microsoft Exchange ActiveSync** or **Corporate** or **Corporate Sync**

Enter the following if you are asked for that specific field (enter your actual username and password):

**Domain:** <blank>

**Username:** abc12345@huskies.bloomu.edu

**Password:** Password

Place a check mark in "Use Secure Connection (SSL)"

**Email Address:** [abc12345@huskies.bloomu.edu](mailto:abc12345@huskies.bloomu.edu)

**Exchange Server:** outlook.office365.com

Tap **Next**

If prompted with a Remote security administration question, tap OK. [The setting it is referring to allows you to remotely wipe your phone from your webmail options if you ever lose it]

Tap **Next**

Tap **Done**

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Please give it 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.

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## LG Android Devices:

Tap **Email** in your app drawer, then tap the menu key and Tap **Accounts**, then tap the menu key and Tap **Add Account**

Tap **Add Account**

Enter your email address and password and tap **Next**

Tap **Exchange** or **Exchange Account**

Enter the following if you are asked for that specific field (enter your actual username and password):

**Domain\Username:** \abc12345@huskies.bloomu.edu [can also try it without the \]

**Domain:** <blank>

**Username:** abc12345@huskies.bloomu.edu

**Password:** Password

Place a check mark in “Use Secure Connection (SSL)”

**Email Address:** [abc12345@huskies.bloomu.edu](mailto:abc12345@huskies.bloomu.edu)

**Server:** outlook.office365.com

Tap **Next**

Tap **Done**

Please give it 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.

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## Motorola Android Devices:

From the main screen, go to **Settings, Accounts** (or the “**My Accounts**” app from your full list of apps)

Tap **Add Account**

Tap **Corporate** or **Corporate Sync**

Enter the following if you are asked for that specific field (enter your actual username and password):

**Domain\Username:** abc12345@huskies.bloomu.edu

**Domain:** <blank>

**Username:** abc12345@huskies.bloomu.edu

**Password:** Password

Place a check mark in “Use secure connection”

**Email Address:** [abc12345@huskies.bloomu.edu](mailto:abc12345@huskies.bloomu.edu)

**Server:** outlook.office365.com

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Tap **Next**

Tap **Done**

Please give it 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.

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## HTC Android Devices:

From the main screen, go to Settings, Accounts & Sync

Tap **Add Account**

Tap **Exchange Activesync**

Enter the following if you are asked for that specific field (enter your actual username and password):

**Domain:** <blank>

**Username:** abc12345@huskies.bloomu.edu

**Password:** Password

Place a check mark in “This server requires an encrypted SSL connection”

**Email Address:** [abc12345@huskies.bloomu.edu](mailto:abc12345@huskies.bloomu.edu)

**Server Address:** outlook.office365.com

Tap **Next**

Tap **Finish Setup**

Please give it 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.

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## Troubleshooting email setup on all Android Devices:

### Can't get your BU email account added to your Android 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 <http://mail.huskies.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 working, reset your HuskyID password at <https://password.bloomu.edu/> . Then verify you can log in to <http://mail.huskies.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 “bloomu” wireless network and haven't yet

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registered your device, you will only have very limited connectivity which will prevent you from adding your email account. If you open Safari on your device, you should be redirected to the registration page. After you successfully register on the wireless network, 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 Android device to the latest software version. Once you are running the latest software available for your device, 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 Play 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-android>
5. Please note that anytime your account gets converted from huskies to alumni or alumni back to huskies, you will need to reconfigure your account because your username and email address change.