Setup your university email on your Android smartphone

This guide is designed for student users with an Office365 mailbox who wish to access their University email through an Android device.

Students starting in September 2013 will be using Office365 mailboxes, if you are unsure whether you have an Office365 or Exchange mailbox, please see the link below:

Do I have an Office365 or Exchange Mailbox?

If you wish to use instructions for the Exchange mailbox please see:

Android for Exchange email instructions

*Please note this guide has been written using a Samsung Galaxy S4 but the screens will vary slightly depending on the device you have.

- Before you begin, please ensure you have a working internet connection.

1. From the home screen navigate to your settings.
2. From settings, select Accounts and choose to add an account

3. Please select Microsoft Exchange Active Sync from the list of account options
4. Please enter your email address in the format: username@exeter.ac.uk
5. Enter your University password and click Next.
6. You may be prompted for additional information: if you are, please tap “edit details” (shown in the screenshot below) and follow through instructions below. Otherwise skip to step 9.

![Edit details](image)

7. You will need to add in some additional information for the device to connect to your Exeter Account:

- Domain\user name needs to be in format: `username@exeter.ac.uk`
- Exchange server needs to: `outlook.office365.com`
- Ensure: use Secure Connection (SSL) is checked.

Please review the screenshot below for further information:
8. When you are happy with the settings above, tap next.
9. If the connection is successful you may see a dialogue box asking whether you wish to allow the server to control some aspects of your phone remotely. This is a security measure and is designed to protect the data on your phone. The University reserves the right to delete phone data if the phone has been lost or compromised. The University would only enforce this if advised that the phone was stolen.

10. Click Okay.

*Please note if you already have an email account setup with similar security features you shouldn’t see these screens.

11. You may also see the below screen which provides further information. Click Activate to accept the security conditions.
12. The below screen will appear. Here you can choose how frequently the device looks for mail and exactly what you want to synchronise with your exeter account.
13. You should then be asked to specify an account name. In this example, we have chosen Exeter email. When you are ready, click Done.

14. **Please note:** if you do not already have a PIN code on your device, you will need to set one up before you can use your Exeter Email. This is a four digit PIN which you will need to enter when you unlock the phone or tablet. This is a security measure and is designed to protect the data on your phone.
Because the settings on Android phones vary we have included two popular locations where you can activate your screen lock.

**Samsung Galaxy S4:**

15.

You can access the pin code settings on many other Android devices through the Security option shown in the screenshot below.
16. Once you are on the PIN code screen you will need to enter a 4 digit code and follow the instructions on screen to setup the PIN code.
17. Once the PIN code is setup please click on your email icon (usually accessible via your Home Screen or Apps menu)

18. Your email should start to download. If you have multiple mailboxes you can click on the button highlighted below to choose which mailbox to display.
19. The below screen below shows all mailboxes setup on your phone. You can select which mailbox and folder you want the phone to display when you look at your email.

![Email Setup Screen]

Hopefully this guide has outlined how to setup your student Exeter email account on your android phone or tablet.

If you need any further assistance please contact the IT Help Desk

**IT Help Desk – 24/7 Help and Support**

**Phone:** 01392 723934  
**Email:** helpdesk@exeter.ac.uk  
**Web:** www.exeter.ac.uk/it/helpdesk  
**Self service:** www.exeter.ac.uk/it/helpdesk/selfservice