These instructions have been written for devices running Windows Phone 7, 7.5, 8, 8.1, 10 If you need help, please contact the IT Service Desk – https://myit.abdn.ac.uk

1. Remove the old account settings

Please note: If you have not previously connected your Windows Phone to University email, you can skip this step and go straight to step 2, adding your University email account.

1. In the App list, tap Settings then Email + accounts
2. Tap and hold the account you want to delete, tap Delete, then tap Delete again

2. Add your University email account

1. On Start, swipe left to the App list, select Settings, and then select Email + accounts.
2. Select Add an account > Exchange and Office 365 (Outlook).
3. Enter your University email address and password then tap Sign in.
   - Windows Phone will try to set up your email account automatically.
   - If setup completes successfully, skip to 8 below.
4. If you see the message “Check your information and try again. You may have mistyped your password.”, make sure 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 8 below.
5. If your email account can’t be set up automatically, you’ll see the message, “We couldn’t find your settings”. Select Advanced and enter the following information:
   - E-mail address: enter your full email access, e.g. joe.bloggs@abdn.ac.uk
   - Password: enter your University login password.
   - User name: this is your youruserid@abdn.ac.uk, e.g. s99jb7@abdn.ac.uk
   - Domain: leave this blank.
   - Server: enter outlook.office365.com
6. Select the Server requires encrypted (SSL) connection box.
7. Select Sign in, then select OK if Exchange ActiveSync asks you to enforce policies or set a password.
   Your device will then synchronize with the server and your email, contacts and calendar entries will appear over the next few minutes.