



William Carey University

Information Technology

Using Android
Devices with

Office365

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Configuring **Office365 Email** on Android Devices

1. From the home screen, tap Email. **Note:** If the **Email** shortcut is removed from the home screen, it may also be accessed from the **Apps** Menu.
2. Enter the Email address and Password. Tap NEXT. **Note:** If an email account is already set up, tap the **Menu** icon, tap **Settings, Manage accounts**, and tap the **Add** icon.
3. The device will attempt to set up the account automatically.
If the settings are found, tap the desired **Account option** and tap **NEXT**. Enter a name for the account and then tap **NEXT**. The email account is now set up. If the settings are not found, tap MICROSOFT EXCHANGE ACTIVASYNC.
4. If **Unable to setup account** message appears, tap **OK**.
5. Enter **wmcareyad\username** and **Exchange server = outlook.office365.com**.
The password is automatically populated from previous steps.
Tap to check **Use secure connection (SSL)** and **Use client certificate** as required.
Tap **NEXT**.
6. If prompted, read the **Activation** notice and tap **Activate**
7. Tap to set up the account delivery and synchronization options. When finished, tap **NEXT**.
8. Enter a name for the Exchange account, then tap **DONE**. **Note:** The name is optional and can be anything.
9. Your account is now setup and should now be working

Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you need support from the Information Technology Department, please follow the instructions below to get the best response possible.

First step to troubleshooting!

1. If you receive an error when attempting to setup Outlook to connect to your SaderApps account, please complete the following steps before proceeding to ask for assistance from the Information Technology Office.
 - a. Login to the Indigo Portal
 - b. Click Change Password
 - c. Type your current WCU password in ALL three boxes
 - d. Click Submit
2. Allow at least 1 hour for your password to be synchronized to Google.
3. After 1 hour, attempt to setup your account in Outlook again.
4. If it still fails, please continue with the remaining instructions in the guide for submitting a trouble ticket to the Information Technology office.

Do you need to submit an online support ticket?

1. Navigate to <https://indigo.wmcarey.edu/help> in your web browser.
2. Fully complete the form provided.
3. Click Submit.

Want to change your WCU account password?

You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.

1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

Did you forget your WCU account password?

If you have forgotten your password, please go to <https://indigo.wmcarey.edu/student> and click on the Forgot your Password? link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.