



**William Carey University**  
Information Technology

Using iPhone, iPad, or iPod  
Touch with **Office365**

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## **Setup Student Email on iPhone**

1. Tap Settings > Mail, Contacts, Calendars > Add Account > Exchange
2. Enter the Email address and Password. If you like, you can add an account description
3. If asked, beside Server, type "outlook.office365.com"
4. Beside Domain, type "wmcareyad"
5. Tap NEXT
6. Your account is now setup and should be working. To view it, return to the Mail App home screen and select Exchange from the list of your synced email addresses

## 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.