

Email Synchronization for Mobile Devices

While Information Technology cannot support all mobile devices, these instructions should assist you or your service provider in setting up your email.

1. On some smart devices which were tested, the device asked for the user name and password.
 - a. After entering the user name (the full email address; ex: jsmith@swu.edu) and the current password, the device synchronized email without any further problems
 - i. If your device asks for a user name, your user name is your full email address (ex: jsmith@swu.edu).
 - ii. If your device asks for a password, it is the same password you use to log onto the school-owned computers, mySWU, or SWU network.

2. If your device asks for a server, the server is **-outlook.office365.com-**.
 - a. Most devices that were tested did not ask for a server; the devices were able to auto-discover the server from the user name.

3. If your device asks for a domain, the domain is **-SWU-**.

4. If none of the suggestions above allow your smart device to synchronize with your email, then please delete your email account from your phone.
 - a. After deleting the email account, recreate the email account using your user name (your full email address; ex: jsmith@swu.edu) and your password.
 - i. On all devices which were tested, removing and then adding the email account worked to reestablish synchronization, without any data loss.

5. If your device has the option to use a secure connection, please use a secure connection.