iOS Outlook App for Exchange Instructions - Bloomsburg University Faculty/Staff
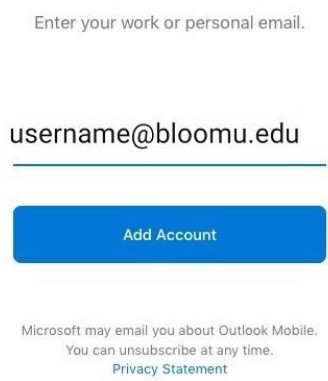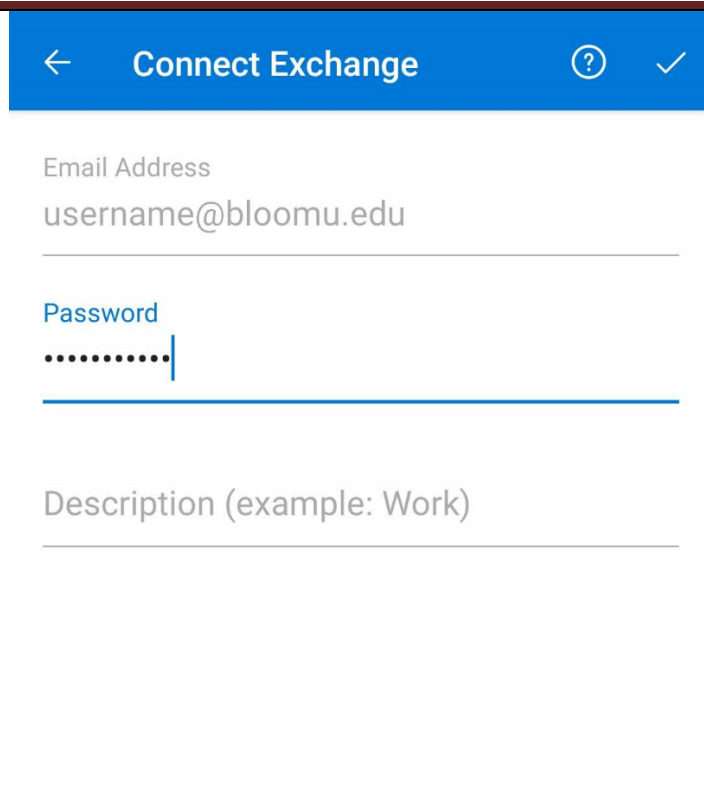
<u>Outlook for iOS:</u>

1. From the main screen, go to **App Store.** 2. Search for and install **Microsoft Outlook.**	
3. When installation has completed, open the **Outlook App**. Tap the **Get Started** button.	
4. Enter your **full email address** and tap **Add Account.**	

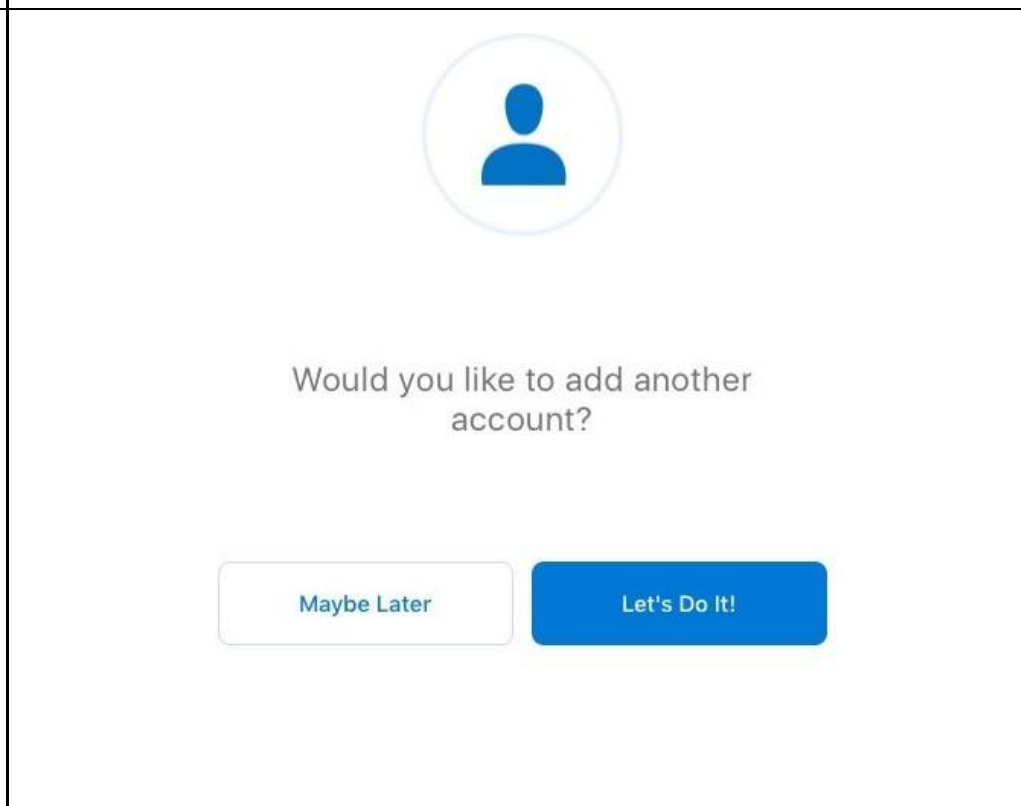|	
5. Enter your **BU password** and a description for the account such as "**Work**" or "**BloomU**" and then tap "**Sign in**".	**← Connect Exchange** ? ✓ Email Address username@bloomu.edu Password •••••••••• Description (example: Work)
6. Your account is now setup. Tap "**maybe later**" to begin using Outlook.	Would you like to add another account? Maybe Later Let's Do It!

Troubleshooting Outlook app setup on Apple iOS Devices:

Can't get your BU email account added to your Apple iOS device successfully?

1. Be sure you are specifying your full email address as the username and make sure you are typing in your current HuskyID password correctly. Try logging in to Outlook on the Web at https://webmail.bloomu.edu/ to verify you are using the correct username and password. If it says your password has expired, follow the prompts to change it. If your password is not working, reset your HuskyID password at https://password.bloomu.edu/ . Then verify you can log in to https://webmail.bloomu.edu/ successfully before trying to add your email account to your Android device again.

2. Verify you have a currently working connection to the Internet on your device by opening a web browser and trying to get a random off-campus web page to load. If you are on-campus and have just connected to the guest "bloomu" wireless network and haven't yet registered your device, you will only have very limited connectivity which will prevent you from adding your email account (even if it let you download the app from the Play Store). Try forgetting the guest network and instead connecting to the "bloomu-secure" network and then try adding the email account again. Alternatively, you can try disabling Wifi within Settings, which will make your cell data network connection active (if your device has cell data support), and try adding the email account again.

3. In case there is a bug in your current version, you can try updating your Outlook for Apple iOS app if you already had it pre-installed and are not running the latest version. Once you are running the latest software available, try adding the email account again.

4. If you are having a ton of trouble trying to use the Outlook for Apple iOS app, you can instead try using the mobile device's native Email app. Separate instructions are available at http://intranet.bloomu.edu/documents/tech/email/facstaff-activesync-ios.pdf