Office 365 Mobile Client Access (Android based devices) Instructions

1. Upon trying to open your mailbox or update information in the ActiveSync client you will get an error saying that they Couldn’t open connection to server...

2. On the Android based device there is unfortunately no way to change your username which is required after your mailbox has been migrated to Office 365.
3. You will have to remove the current email account setup for the pre-migration mailbox server setup. If you open up the Settings menu and select the Exchange account you had previously setup. In the main settings screen for the account scroll down to bottom and click on Remove account.

4. You will be asked to confirm the removal of the account. Click OK.
5. Now click on **Add Account** in the upper right to start the new account setup.

6. Put in your full email address [first.last@sjeccd.edu](mailto:first.last@sjeccd.edu) or [evc.edu](mailto:evc.edu) or [sjcc.edu](mailto: sjcc.edu) and your password, then click **Next**.

7. Next for the account type select **Exchange**.
8. After it gets you account information you will need to change the user name under Domain\Username to your email address again enter it first.last@sjeccd.edu or @evc.edu or @sjcc.edu and change the Server name to m.outlook.com

9. After the username and server name changes click on **Next** at the bottom.
10. You will be prompted with a Remote Security warning, **Click OK**

![Remote security administration]

The server m.outlook.com requires that you allow it to remotely control some security features of your Android device. Do you want to finish setting up this account?

Cancel     OK

11. Now select the settings you want to use for this account and click **Next**

![Account settings]

- Inbox checking frequency
  - Automatic (Push)
- Days to sync
  - Automatic
- Send email from this account by default.
- Notify me when email arrives.
- Sync contacts from this account.
- Sync calendar from this account.
- Sync email from this account.
- Automatically download attachments when connected to Wi-Fi

Previous     Next
12. You should now have confirmation that your account is setup. You can change the Descriptive name for the account if you want and then click Next.

![Account setup](Image)

13. You will get a message saying you need to allow certain administrative settings from the Office 365 service to be activated on your phone in order to allow access to your mailbox. Click Activate in order to finish your account setup.

![Activate device administrator?](Image)
14. You should now see your email account Syncing, you may have to wait a few minutes for the initial Synchronization to complete.

Return to top of document