

How to log on to the new Office 365 portal (for IDS email) for mobile devices

This document has been created for those IDS staff, students and alumni who use mobile devices to access their email with the new Office 365 portal.



Each type of smartphone operating system has been considered. Click on the phone type to view the set up instructions:

- a. [Android – Exchange ActiveSync](#)
- b. [Android – Samsung Galaxy S3](#)
- b. [Apple iPhones](#)
- c. [Windows 7 phones](#)

a. Androids – Exchange ActiveSync

How do I set up Exchange ActiveSync on an Android mobile phone?

1. From the **Applications** menu, select **Email**. This application may be named Mail on some versions of Android.
2. Type your full e-mail address, for example t.smith@ids.ac.uk or t.smith@alumni.ids.ac.uk and your password, and then select **Next**.
3. Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
4. Enter the following account information and select **Next**.
 - Domain\Username - Type your full domain\username in this box e.g. **ids_nt\toms@ids.ac.uk or @alumni.ids.ac.uk**
 - If Domain and Username are separate text boxes in your version of Android, leave the Domain box empty and type your full username in the Username box e.g. toms@ids.ac.uk or toms@alumni.ids.ac.uk

Note On some versions of Android, you need to use the domain\username format. For example, if your username is toms@ids.ac.uk, type ids_nt\toms@ids.ac.uk or toms@alumni.ids.ac.uk.

- Password – Enter your IDS password
 - Enter the server name - outlook.office365.com
5. As soon as your phone verifies the server settings, the Account Options screen displays. The options available depend on the version of Android on your device. The options may include the following:
 - **Email checking frequency** - The default value is Automatic (push). When you select this option, e-mail messages will be sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.
 - **Amount to synchronize** - This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.
 - **Notify me when email arrives** - If you select this option, your mobile phone will notify you when you receive a new e-mail message.
 - **Sync contacts from this account** - If you select this option, your contacts will be synchronized between your phone and your account.
 6. Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the e-mail setup and start using your account.

Tip: You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

b. Androids – Samsung Galaxy S3

It is easy to connect a Samsung Galaxy S3 to your email account.

1. Open Settings
2. Under the Accounts heading click on 'Add account', choose 'Microsoft Exchange ActiveSync'
3. Enter your username in the format: fredb@ids.ac.uk where fredb is your usual logon name
4. Enter your password, and click on Next
5. Double check your Domain\user name is set to ids_nt\fredb@ids.ac.uk
6. Set the exchange server: outlook.office365.com
7. Click on Next and complete the wizard
8. If this does not complete please double check the server name defined in step 6 as described below

c. Apple iPhones

1. Settings
2. Mail, Contacts, Calendars
3. Add Account... (if you already have an IDS email account set up, you will need to delete the account and set it up again)
4. Choose Microsoft Exchange
5. Email – Enter your IDS email address e.g. t.smith@ids.ac.uk or t.smith@alumni.ids.ac.uk
6. Password - Your IDS password
7. Description – Enter IDS Email (or whatever you want to call it)
8. Next...Verifying
9. Server - outlook.office365.com
10. Domain – Leave blank
11. Username – Enter your IDS username as e.g. toms@ids.ac.uk or toms@alumni.ids.ac.uk
12. Next...Verifying
13. Choose your Mail, Contacts and Calendar preferences
14. Save

d. Windows 7 Phone

1. Settings
 2. Email+Accounts
 3. Add an account
 4. Outlook
 5. Email address – your IDS email address e.g. t.smith@ids.ac.uk or t.smith@alumni.ids.ac.uk
 6. Password – your IDS password
 7. Username – e.g. toms@ids.ac.uk or toms@alumni.ids.ac.uk
 8. Domain – ids.ac.uk
 9. Sign in
 10. Advanced
 11. Server - outlook.office365.com
 12. Sign in
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