

How to... Access your University Office 365 email on your iOS device

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University '365' Email - iOS

Introduction

The University of South Wales offers all enrolled students and members of staff the use of an Office 365 e-mail account which traditionally has only been available via Outlook on desktop computers, or via the Outlook web interface (<http://outlook.com/owa/universityofsouthwales.onmicrosoft.com>), but can now be accessed using your iOS device.

Your Office 365 e-mail account includes a calendar, contacts, tasks and provides 50Gb of storage space.

Step1/1 - Setting Up Your iOS Device

To view your University Office 365 email on your iOS device, your device needs to be configured to connect to the University email servers.

The example pictures on the following pages have been taken from a device running iOS 9.3.5, other versions of iOS will be similar, but may differ slightly.

Hint

It is your responsibility to get your iOS device connected to your mobile data network.

If you are experiencing difficulties, your service provider website or support service will be able to assist in getting your iOS device connected.

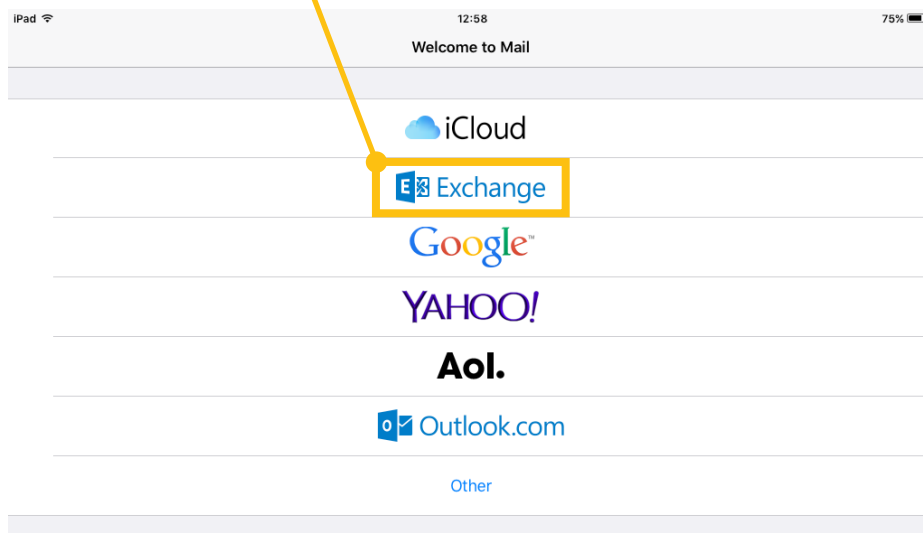
We have produced a number of How to... guides showing you how to connect your iOS device to the Eduroam wireless network, guides are available at the following weblink.

<http://its.southwales.ac.uk/eduroam-guide/>

On your iOS device, locate and load the 'Mail' application.



You will now be prompted select what type of mail service you wish to configure, please select 'Exchange'.



Hint : What if I already have email accounts on my device ?

If you already have an email account on your device, go to 'Settings', then 'Mail, Contacts, Calendars', then 'Add account'.

You will now be prompted to enter your email address and password, along with a description of the account.

Please enter your full University email address, i.e: username@students.southwales.ac.uk OR firstname.lastname@southwales.ac.uk in the email box, and your current University password in the password box.

Finally, enter a description for the account, in our example we have called our account 'University Of South Wales - Email', this will make it easy to identify the account if you have multiple email accounts on the device.

Upon completion - please press the 'Next' button.

Hint

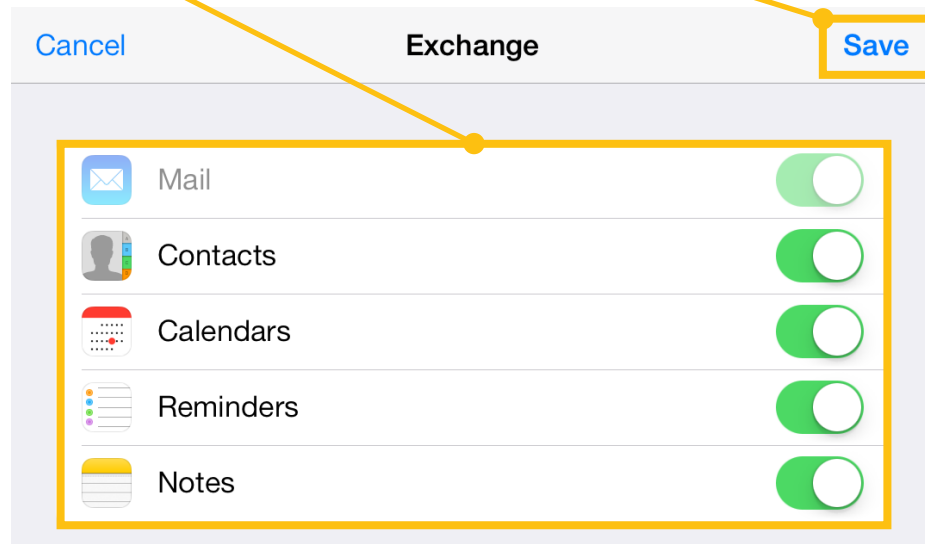
Please enter your email address in the format of
username@students.southwales.ac.uk i.e: 12345678@students.
southwales.ac.uk (Students) OR
firstname.lastname@southwales.ac.uk i.e: john.smith@southwales.
ac.uk (Staff)

The device will now check the server for automatic setup information, the setup procedure will now request that you enter some mail server information.

Press 'Next' to continue.

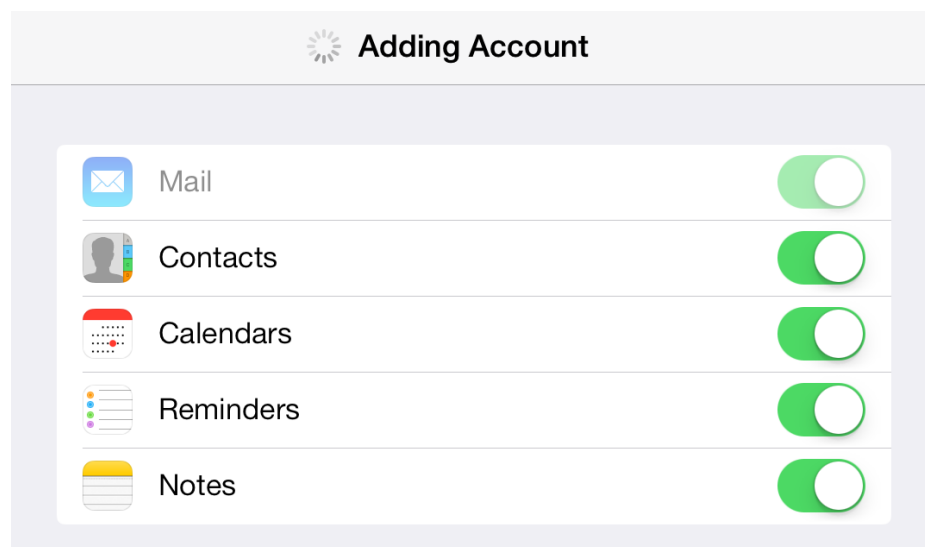
Email : username@students.southwales.ac.uk OR
firstname.lastname@southwales.ac.uk
Server : outlook.office365.com **Domain :** blank
Username : username@southwales.ac.uk OR
irstname.lastname@southwales.ac.uk
Password : Current University password **Description :** USW Email

The device will now display an account options screen, allowing you to configure your mailbox settings, please set them as follows, after you have made your selections, press the 'Save' button to continue.

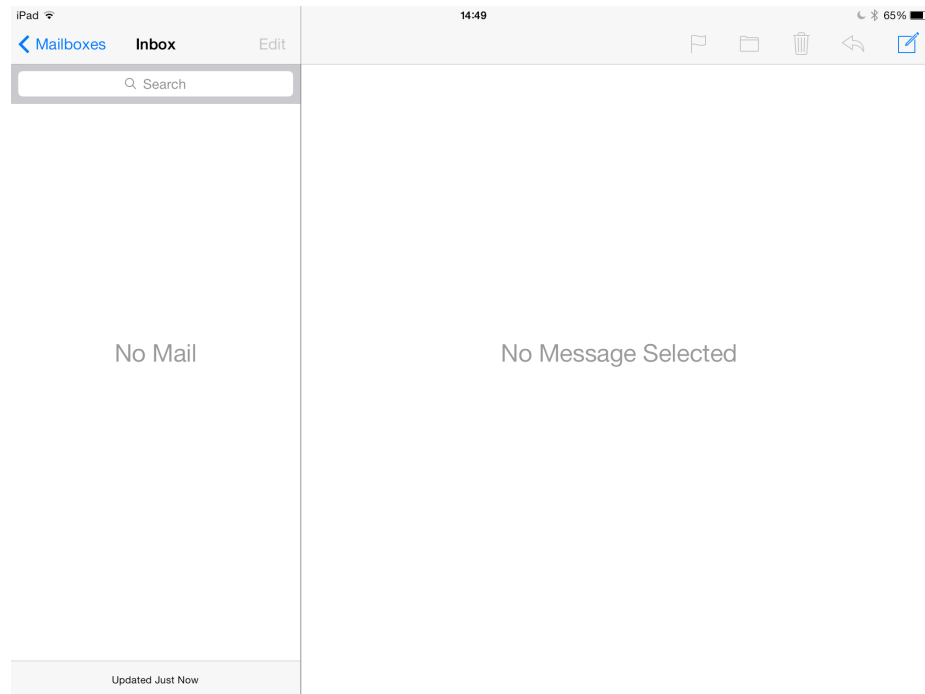


- Mail :** On (or change to your preference)
- Contacts :** On (or change to your preference)
- Calendars :** On (or change to your preference)
- Reminders :** On (or change to your preference)
- Notes :** On (or change to your preference)

The device will now advise you that it is adding the account.



If your device has pin code access already configured the device will now synchronise and retrieve your email from the server.

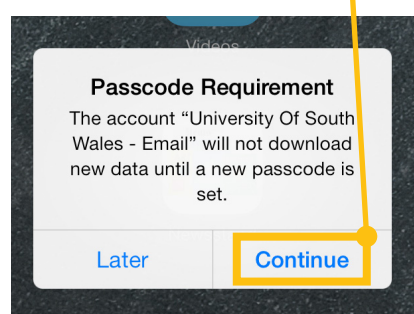


IMPORTANT NOTICE - Mobile Device Policy

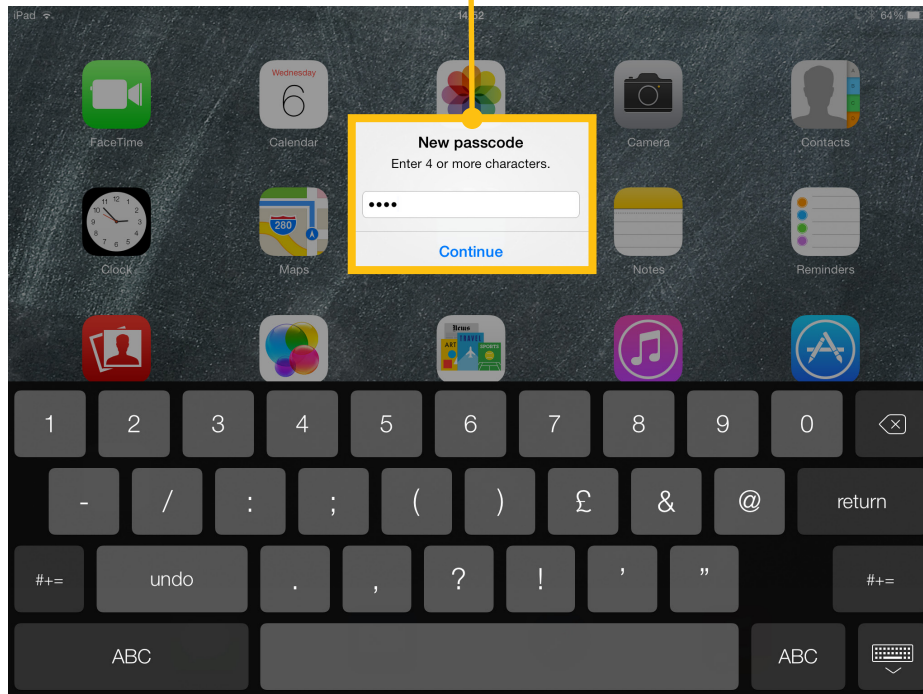
For full details of the University Mobile Device Policy, please visit

<https://its.southwales.ac.uk/policies-and-regulations/>

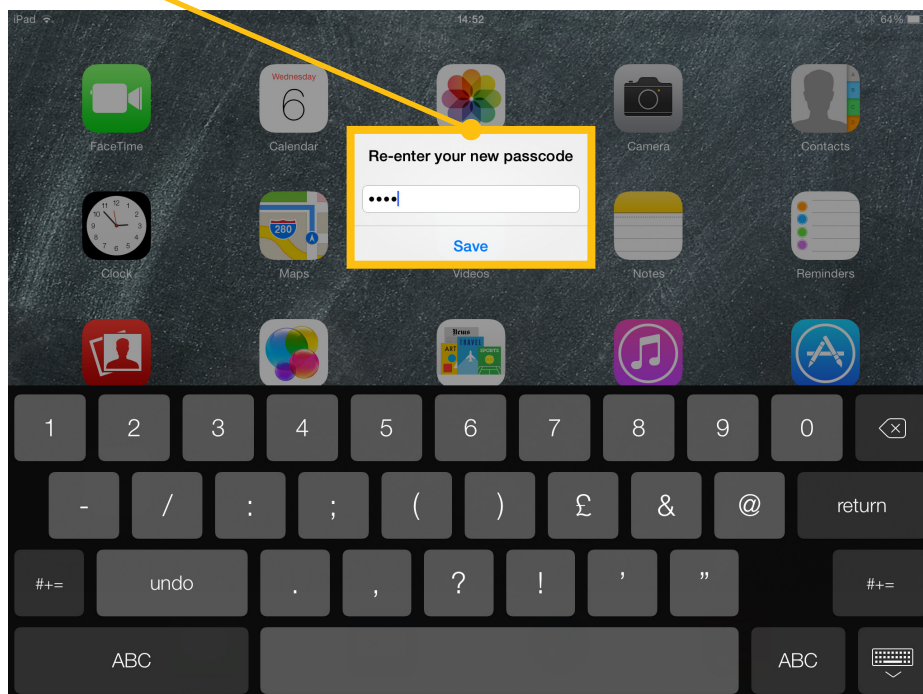
If you know that your device does not have pin code access configured, or that you find that your emails are not being synchronised after a few minutes, please exit the mail application. As part of the University's Mobile Device Security Policy, your device must have pin code access configured in order to gain access to it. Your device will now prompt you to enable pin code access, press 'Continue' to start the process.



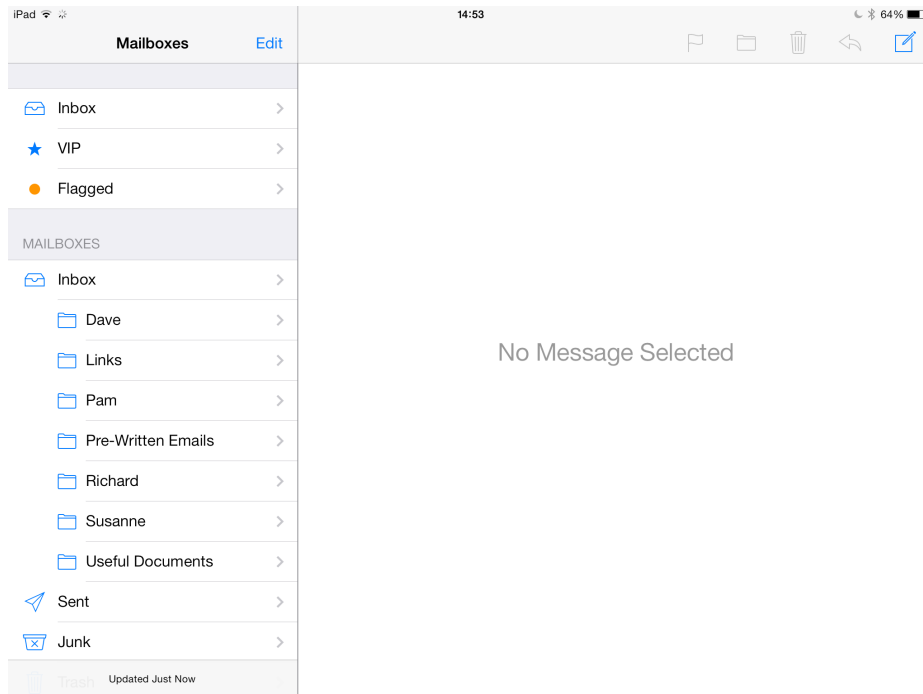
The device will now prompt you to enter a 4 digit pin code Please enter your pin code twice, pressing on 'Continue' initially.



Then 'Save' after entering it again to confirm.



Your University email is now configured on your iOS device, and will now synchronise and retrieve your email from the server.



You can now send / receive your University email on your iOS device.