This guide covers setting up your student email on a variety of devices from instructions gathered from user manuals and support sites. Because these change frequently and we are unable to test them, they may or may not work for your particular device.

## GENERAL EXCHANGE SETTINGS

All phones and devices are different, but in most setups for Exchange (or Exchange ActiveSync) you’ll need the following info:

- **Username.** This will usually be your SU username, but could also be your full email address or SALISBURY\username.
- **Server.** This will usually be outlook.office365.com.
- **Domain.** This is usually blank, but if it’s required use salisbury.edu.
- **SSL.** This should be enabled, usually with a checkbox. **Required.**

Once you set up your phone for ActiveSync, your calendar, contacts and email should all synchronize automatically. You may also have an option to merge your data with what is already on the phone. Check with your carrier or device manual before merging your data, as it may overwrite the data you already have.

Because your email will check frequently for new email, we recommend that you use a manual “fetch” setting rather than an automatic “push” setting. This will help avoid locking out your account when your password changes and expires if you forget to update your phone or device immediately.

Note that when you add your email to your phone, the process of connecting through Exchange automatically gives some control of your phone to Information Technology, which could perform such actions as preventing software installations, disabling web browsing, or even wiping your phone. While IT has no policies or plans to implement any such policies regarding those actions, you should be aware of the risk before using it. If you are not comfortable with that, you should use your device’s web browser to check your email online instead at http://www.outlook.com/gulls.salisbury.edu.

Setting up Exchange on your device gives you some of those options as well. For example, if your device is ever stolen, you can sign onto web access at http://www.outlook.com/gulls.salisbury.edu and remotely wipe your phone by clicking Options and then selecting Mobile Devices.

### NOOK

**NOOK HD+, NOOK HD, NOOK TABLET, NOOK COLOR**

You must be connected to a Wi-Fi network in order to send or receive email using your Nook.
LAUNCHING THE EMAIL APPLICATION ON THE NOOK HD+ AND NOOK HD

1. Tap the NOOK button to display the Home Screen.
2. Tap the Email button at the bottom of the screen.

LAUNCHING THE EMAIL APPLICATION ON THE NOOK TABLET AND NOOK COLOR

1. Tap the NOOK button to open the Quick Nav bar.
2. Tap Apps.
3. Tap the Email app.

If you have not already set up an email account, the Email application displays a screen for setting up an email account.

SETTING UP YOUR EXCHANGE ACCOUNT

Your NOOK may be able to automatically configure your email account using your email address and SU password. You may want to try that option first. If that does not work, you will need to manually set up your account. If you have already set up an email account on your nook, on the main Email screen click Add Account.

1. On the Email account set-up screen, enter your SU email address.
2. Enter your SU password.
3. If you want this to be your default account, check Send email from this account by default.
5. In the Domain Username field, enter your SU username (see above).
7. Check the Use secure connection (SSL) field.
8. Check the box labeled Accept all SSL certificates.
9. Tap Next.

Your NOOK will now attempt to connect to the email account. If successful, you will get a confirmation screen with an option to set an Account name and Your name.

1. In the Account name field, enter a name to identify your account, like SU email.
2. In the Your name field, enter your name as you would like it to appear in your outgoing mail.
3. Tap Done.

NOOK SIMPLE TOUCH, NOOK SIMPLE TOUCH WITH GLOWLIGHT, NOOK 1ST EDITION

Email is not available on these devices.

FOR MORE INFORMATION

NOOK Support: http://www.barnesandnoble.com/u/NOOK-Support/379003184/

KINDLE

The plain Kindle readers do not have email available. However, you can set up your email on your Kindle Fire 2nd Generation or higher.

KINDLE FIRE HD & KINDLE FIRE (2ND GENERATION)

1. From the Home Screen, tap Apps.
2. Tap the E-mail App.
3. Tap Exchange.
4. Provide the information for your Exchange account. See above for the Exchange account information.

KINDLE FIRE (1ST GENERATION)

The 1st generation of Kindle Fire does not support Exchange.

FOR MORE INFORMATION


BLACKBERRY

First, you will need to go to the website that corresponds with your provider.

- Verizon: http://www.blackberry.com/go/vzw
- T-Mobile: http://www.t-mobile.com/bis/
- AT&T: https://bis.na.blackberry.com/html?brand=mycingular
- Sprint: https://bis.na.blackberry.com/html?brand=sprint

SET UP EXCHANGE USING OWA

1. Under Email Accounts, click Set Up Account.
2. In Email address: enter your SU Email Address.
3. Enter and confirm your SU Password.
4. Click Next.
5. On the Additional Information Required screen, choose I will provide the settings to add this email account.
6. Click Next.
7. On the Select Account Type screen, choose This is my work email account.
8. Click Next.
9. On the Set Up An Existing Work Email Account screen, in the Outlook/Exchange section, choose I can access my email account using a web browser (Outlook Web Access).
10. Click Next.
   a. Log into your SU email at http://www.outlook.com/gulls.salisbury.edu
   b. Click Help (?) and then About.
   c. Scroll down to Host Address. Enter that address in the Outlook Web Access URL: field.
12. Enter your SU username (see above).
13. Enter your SU password.
14. Enter your full SU email address.
15. For the Mailbox name: enter your SU username. (If this setup doesn’t work, try leaving it blank).
16. Click Next.
17. If properly configured, you’ll get a confirmation window. Click OK to dismiss.

Note: it can take a significant amount of time before you begin to receive email after setup. Blackberry does not handle meeting invites well. It’s recommended to avoid responding to or accepting meeting invites on your Blackberry.
BLACKBERRY SETUP TROUBLESHOOTING TRICK

Depending upon your setup and your service provider, your Blackberry may not give you the ability to edit the information needed to set it up using their instructions. This is because on some setups, it uses your username (without the gulls.salisbury.edu) and sets up gulls.salisbury.edu as the email server. Unfortunately, it won't let you edit the username, so trying to switch it using the directions provided above won't work.

Instead, you have to trick your Blackberry into letting you put in the values at setup. To do this, first, delete your gulls.salisbury.edu email address out of your phone if you've previously tried to set it up.

Next, go to your Email settings, choose add a new email account, and put in some gibberish@outlook.com as the email address, and some more gibberish as the password. What you're trying to do is get the Email setup to fail to automatically find your settings. After about three long tries, it returns a red error message stating something like "The email address or password is incorrect, or we need more details. Retype the information or provide additional settings." That's what you want to see. Click "provide additional settings."

Then choose POP/IMAP and click Next.

Now you can replace the gibberish email address and password with your email address and password, put in the email server as found in the above instructions for your phone, and put in your username (full email address @gulls.salisbury.edu) and hit Next. That should get your email address set up in those phones that give you limited access to settings.

ANDROID DEVICES

Note that Android devices vary widely by manufacturer, operating system flavor/version, and carrier/provider. Please see your existing documentation and support sites for your device for exact instructions.

GENERAL SETUP FOR ANDROID PHONES AND TABLETS

1. From the Applications menu, select Email.
   a. On some versions of Android, this may be named Mail.
2. Type your full SU email address.
3. Select Next.
4. Select Exchange account.
   a. On some versions of Android, this may be named Exchange ActiveSync or Corporate Sync.
5. For Domain\Username, type your full SU e-mail address.
   a. If the above doesn’t work, try SALISBURY\username instead.
   b. If the Domain and Username are separate text boxes, leave Domain empty. Type your full email address in the Username box.
      i. If the above doesn’t work, try entering salisbury.edu for the Domain and your SU username for the Username field.
6. For Password, enter your SU password.
   a. Some users of Android may experience connection problems using outlook.office365.com as the server name.
      i. Log onto your SU Email account at http://www.outlook.com/gulls.salisbury.edu
      ii. Click Settings > Options > Account > My account > Settings for POP and IMAP access.
      iii. Under POP setting, look at the value for Server Name.
      iv. Use the value in Server Name for the Exchange Server instead.
8. Select Next.
9. Once verified, the Account Option screen displays.
10. It is recommended that you change the **Email checking frequency** to **Manual** from the default of **Automatic (push)**. You can also choose how much to synchronize, how to be notified, and whether you want to sync contacts.

11. Select **Next**.

12. Give the account a name, like **SU email**.

13. Type the name you want displayed when you send email.

14. Select **Done**.

You may need to wait ten to fifteen minutes after you set up your account before you can send or receive email.

**FOR MORE INFORMATION:**