Sample: Set Up Acme Email on Your Mobile Device

generic logo
company

Forgetting to check your Acme email? Missing out on announcements and deadlines? Forgetting your password? Set up Acme email on your mobile device. It's convenient!

First Things First. Do You Know Your Acme Email Credentials?

No. Call 650-917-2222 (available from 8:00am to 5:00pm). Select option 2 for IT. Provide your name and manager's name for verification. You'll receive an email stating your password has been changed.

Yes. Follow instructions for either iPhone/iPad Configuration or Android Configuration.

Note: If you've accessed Acme email on your mobile device before, but can't log in now, see the Troubleshooting section at the bottom.

iPhone/iPad Configuration

For current IOS version, follow these instructions.

1. **Settings** > **Mail, Contacts, and Calendars** > **Add Account**
2. Select **Exchange**
3. Type in your email address and password
4. Description: **Acme**
5. When hitting **Next**, select the Option you want to Sync (**Mail, Calendar, Contacts, etc**)
6. Click **Done**

For previous IOS version, follow these instructions.

1. The "server" is **outlook.office365.com**
2. Domain: **Leave Blank**
3. The Username or domain/username is username@acmeinc.com
4. Click **Next**
5. Select the Option you want to Sync (**Mail, Calendar, Contacts, etc**)
6. Click **Done**

Sample: Set Up Acme Email on Your Mobile Device

Android Configuration

1. Go to **Settings**
2. Under the "**Accounts**" tab, select "**Add Account**"
3. Select "**Exchange Activesync**" (For older version of Android select **Corporate**)
4. Type in your email address and password and select **Manual Setup**
5. Select **Exchange**
6. The domain\username field should be **username@acmeinc.com**
7. Password should be filled in with your password already typed in
8. Leave every setting the same (Port, SSL)
9. The exchange server is **outlook.office365.com**
10. Make sure you have the box **Use secure connection (SSL)** checked
11. Click **OK** for the "Remote Security Administrator" pop up
12. Click **Next**
13. Click **Done**

A Note on Security

To keep Acme's information secure, you will need to secure your phone with a password or screen lock pattern. Clicking OK for the "Remote Security Administrator" pop up will allow the Acme Exchange Server to remotely control security features on your device. You'll have to accept in order to complete the Exchange account activation.

Troubleshooting

If you already have Acme email setup but it's not working, you'll have to verify the Settings.

For iPhone/iPad:

1. Go to **Settings** > **Mail, Contact, Calendars**
2. Select the Acme email
3. Click on your email address
4. Modify the Server Settings to: **outlook.office365.com**
5. Change Domain to blank.
6. Click **Done**

For Android:

1. Go to your Mailbox Settings
2. Click **Account Settings**
3. Click **More Settings** to view more
4. Scroll down for **Exchange Server Settings**
5. Change **Domain\Username** to your email (**username@acmeinc.com**)
6. Change the Exchange Server to **outlook.office365.com**