Setting up Office 365 Email on Mobile Devices

iPhone / iPad

After the migration, please delete your profile on all mobile devices.

Recreate a new profile: You will only need your username (as identified in step 3) and password to setup your mobile device. Some mobile devices may prompt for server name. Type **outlook.office365.com** for the server name. No other information is needed to setup the profile.

Delete Old Account
1. Go to Settings
2. Go to Mail, Contacts, Calendars
3. Choose the Old Fort Bend Exchange account
4. Scroll to the bottom and select Delete Account – confirm with "Delete from My iPhone"

Create New Account
1. Go to Settings
2. Go to Mail, Contacts, Calendars
3. Choose Add Account
4. Select Exchange
5. Enter your Email address   (firstname.lastname@fortbendisd.com)
6. Enter your network password
7. Enter an account description such as FBISD
8. After the verification is complete, select Save

If your network ID and email addresses do not match, please follow the instructions listed at the end of this document.

Mobile Devices – Android

After the migration, please delete your profile on all mobile devices.

Delete Old Account
1. In the **System Settings**, scroll down to **Accounts** and select the entry for **Exchange**. It may be listed as **Work** or **Corporate**.
2. Select your former **Exchange** account, then select **Remove account** at the bottom of the menu. Tap **OK** to confirm.

Create New Account

Autodiscover Method:

1. In **System Settings**, under **Accounts**, select +**Add Account**.
2. Select the option for Exchange. It may be listed as **Work** or **Corporate**.
   - Configure your Exchange account in the provided fields.
     Email Address: Your email address (e.g., joe.user@fortbendisd.com)
   - **Password:** Your Network password
3. Your Android phone will try to set up your email account automatically.

Note: If you experience problems, try it twice, in case there was a mistype. Give Autodiscover a chance to work.

Manual Method:

1. Enter the manual setup option, available on most devices. Use the following settings:
   Email address: Your email address (e.g., firstname.lastname@fortbendisd.com)
   Server address: outlook.office365.com
   Domain: Leave blank or Your email address (e.g., firstname.lastname@fortbendisd.com)
   Username: Your email address (e.g., firstname.lastname@fortbendisd.com)
   Password: Your Network password
2. Enable/check the option for **this server requires an encrypted SSL connection**.
3. Tap **Next** and choose which items you would like to synchronize, then select **Done**.
4. Finally, you may be prompted to choose a name for the account you have just added.

Note: If you experience problems, try this twice, in case there was a mistype. If the Autodiscover or manual method does not work, try rebooting the device.

If your network ID and email addresses do not match, please follow the instructions listed at the end of this document.

Network ID and Email Address Do Not Match

The instructions below apply only to email.

If your network ID and email address do not match, you will need to use your network login ID including @fortbendisd.com to login to email on mobile devices.

On your computer, the first time you log into Outlook, you will need to enter your network login ID, including @fortbendisd.com.

On mobile devices (Smart phones/iPads, etc.) put in your email address to get the Autodiscover response, and then authenticate with your network login ID including @fortbendisd.com. You might need to specify the server name which is **Outlook.office365.com**.

For example
Christopher Smith's network ID is **Chris.Smith**.
His email address is **Christopher.Smith@fortbendisd.com**.

Chris will need to use his network ID with @fortbendisd.com, **Chris.Smith@fortbendisd.com** when setting up Outlook on his computer for the first time after migration.

On his phone, he will first enter his email address **Christopher.Smith@fortbendisd.com**. Autodicover will search for his email, and then he will be presented with a screen to key in his network ID with @fortbendisd.com, which will be **Chris.Smith@fortbendisd.com**.   He may also need to specify the server name **Outlook.office365.com**.