

How to configure Office 365 Email in Mobile device

After migration you need to setup your email in your mobile, below you will find the steps to setup your mobile device for Office 365 email.

iPhone / iPad

First of all please delete your profile on all mobile devices.

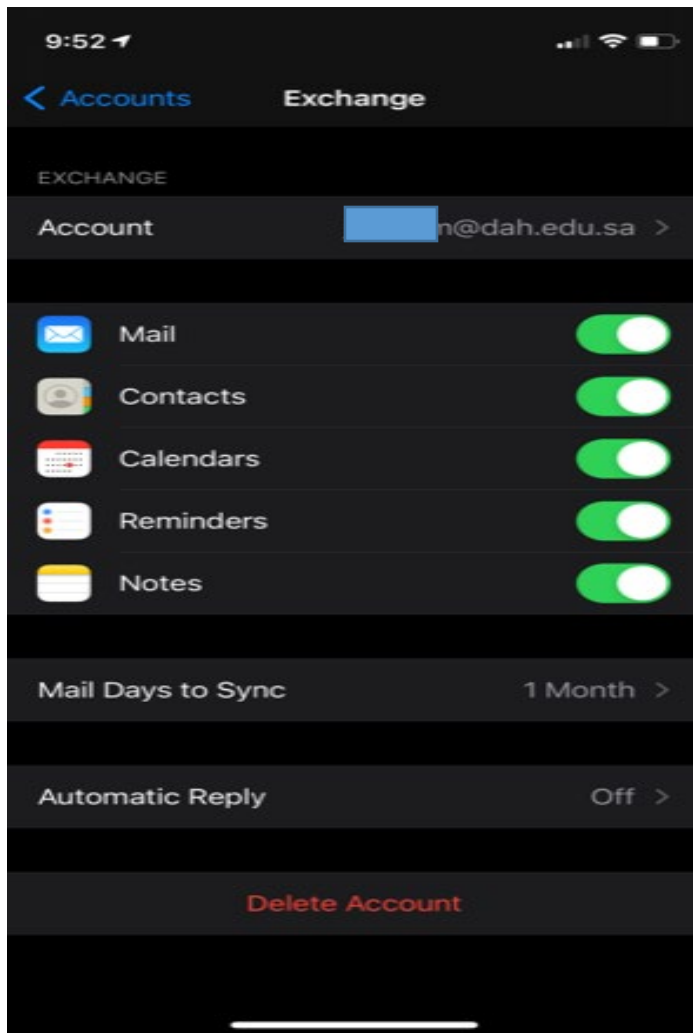
Recreate a new profile:

You will only need your username, 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.

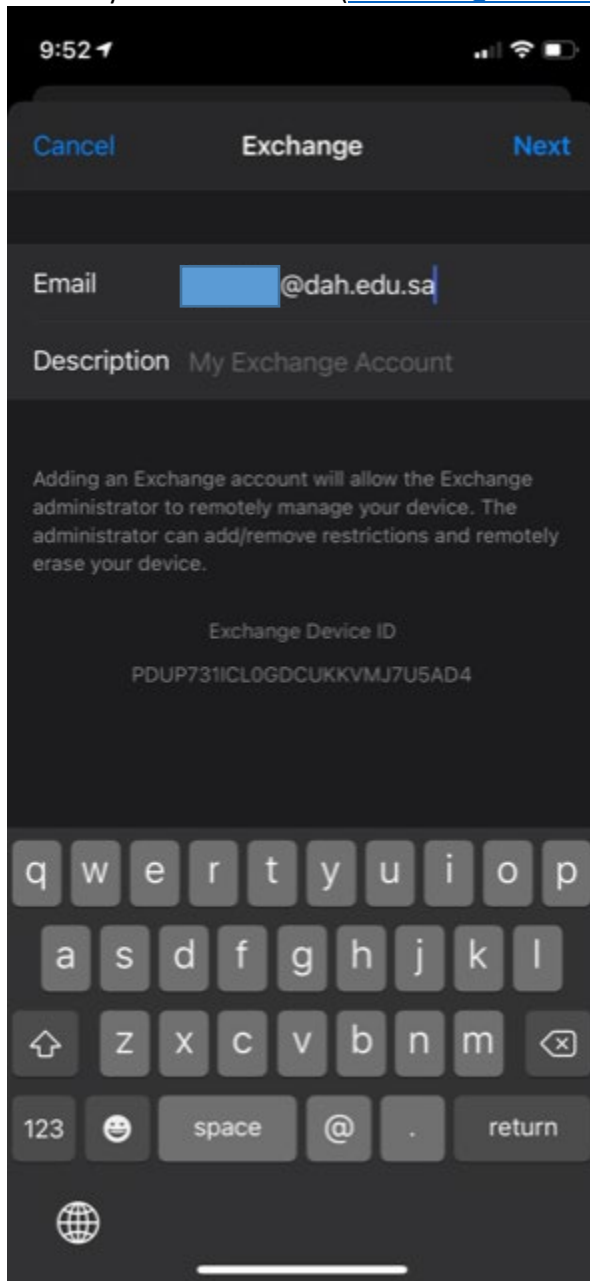
Steps for deleting the Old Account

2. Go to Settings
3. Go to Mail, Contacts, Calendars
4. Choose the Old DAH Exchange account
5. Scroll to the bottom and select Delete Account – confirm with “Delete from My iPhone”

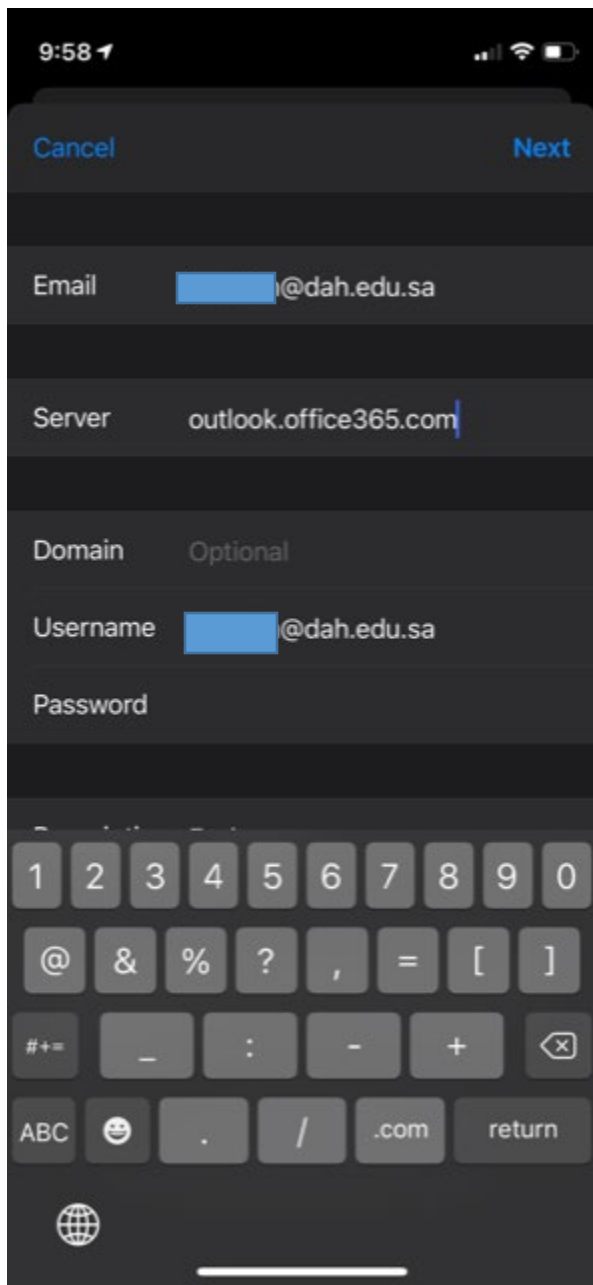


Steps for Creating New Account

1. Go to Settings
2. Go to Mail, Contacts, Calendars
3. Choose Add Account
4. Select Exchange
5. Enter your Email address (username@dah.edu.sa)



6. Enter your network password



7. After the verification is complete, select Save

Android

First of all please delete your profile on all mobile devices.

Steps for deleting the 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 DAH **Exchange** account, then select **Remove account** at the bottom of the menu. Tap **OK** to confirm.

Steps for Creating New Account

A - Auto discover 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., username@dah.edu.sa)
 - **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.*

B- Manual Method:

1. Enter the manual setup option, available on most devices. Use the following settings:

11:13  



Enter your email address

Email

→ [Set up manually](#)

[Next](#)

Email address: Your email address (e.g., [username@dah.edu.sa](#))

Server address: outlook.office365.com

Domain: Leave blank or put your username (e.g., [usernmae@dah.edu.sa](#))

Username: Your email address (e.g., [usernmae@dah.edu.sa](#))

Password: Your Network password

2. Enable/check the option for **this server requires an encrypted SSL connection.**

Email
[redacted]@dah.edu.sa

Password
..... 🔒

Client certificate
None [SELECT](#)

SERVER SETTINGS

Domain\Username
[redacted]@dah.edu.sa

Server
outlook.office365.com

Port
443

Security type
SSL/TLS ▼

Mobile Device ID: androidc355399054

[Next](#)

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.

Contact IT Department

If you face any issue don't hesitate to contact IT Department to assist you.