The purpose of this document will allow you to connect your National University email with your mobile device.

Please contact helpdesk@nu.edu for questions or information regarding this document.

**Note:** make sure your mobile device’s software is up to date, or this job aid will not work as intended.

## Contents

New Account Setup for iOS (iPhone, iPad, iPod, etc.) ................................................................. 1  
Existing Account Post-Migration Setup for iOS (iPhone, iPad, iPod, etc.) ............................................. 3  
New Account Setup for Android ............................................................................................................. 4  
Existing Account Post-Migration Setup for Android ................................................................................ 7

### New Account Setup for iOS (iPhone, iPad, iPod, etc.)

1. Go to **Settings**

2. **Mail, Contacts, Calendars** > **Add Account** > **Select Exchange**

![Settings Menu](image)

![Add Account](image)

![Select Exchange](image)
3. Enter your NU login credentials under the **Email** field.
   - Staff and Full Time Faculty use an NU email address with a first initial + last name structure. Example: username@nu.edu
   - Adjuncts use their 9-digit ID number followed by @nu.edu
     Example: 123456789@nu.edu

4. Enter your **password**. This password is the same password used to login to the Single Sign-on. Select **Next** to verify.

5. Choose which items you with to sync and select **Save** to finish.
1. Within **Settings > Mail, Contact, Calendars**

2. Select your NU email account. Then click on your account under Exchange.

3. Change the **Server** to “outlook.office365.com” and change the **Username** to your NU login credentials. (username@nu.edu OR 123456789@nu.edu)

4. Click to **Done** when finished
New Account Setup for Android

NOTE: Due to the variance in Android devices, this process may vary

1. Enter the device’s Settings > Add Account > Microsoft Exchange ActiveSync

2. Enter your NU login credentials under the Email address field.
   a. Most Staff and Full Time Faculty use their NU email address with a first initial + last name structure. Example: username@nu.edu
   b. Adjuncts use their 9-digit ID number followed by @nu.edu
      Example: 123456789@nu.edu
3. Enter your password. This password is the same password used to login to the Single Sign-On. Select Next to verify.
Note: You may be presented with the following error. Select Edit details and proceed to the next step to manually configure the mail settings.

4. Change the Domain\username field to your NU login credentials (username@nu.edu OR 123456789@nu.edu)

5. In Exchange server type: outlook.office365.com > Select Next

6. Click OK to acknowledge the Remote Security Administration prompt to be able to remotely control security features on the device.
7. Configure the desired sync settings as well as items to by synced > Select **Next**.

8. You will be asked to **name** the account. The name will default to the email address > Select **Next**.

**NOTE:** Additional screens, such as the ‘Activate device administrator’, or Samsung’s privacy policy may appear. These are legitimate and should be acknowledged/activated.
NOTE: Due to the variance in Android devices, this process may vary

1. Enter the device’s Settings – Select Microsoft Exchange ActiveSync
2. Select the account containing your NU email address
3. Select Remove Account – Acknowledge by selecting Remove account from the warning prompt.
4. Refer to the instructions under ‘New Account Setup for Android’ in the previous section.