# Help Guide to connect a CBC email to a mobile device

There are multiple ways to gain access to your CBC email on your device. You can download the Microsoft Outlook app or it can be synced to the email already on your device. Downloading the app is the simplest and most easy way!

1. Downloading Microsoft Outlook on and Android device:
    a. Open the Google Play app on your device
    b. Search for "Microsoft Outlook"
    c. Download and install the app
    d. Open the app
    e. Type in your CBC email i.e. jlsmith@cbc.edu and then enter your school password
2. Downloading Microsoft Outlook on and iOS (Apple) Device
    a. Open the Apple app store on your device
    b. Search for "Microsoft Outlook"
    c. Download and install the app
    d. Open the app
    e. Type in your CBC email i.e. jlsmith@cbc. edu and then enter your school password
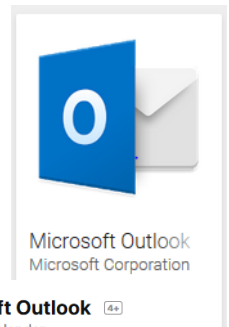
Syncing the email to your phones primary email:

1. Syncing on an iOS (Apple) Device
    a. Open the settings app
    b. Click on Mail, Contacts, Calendars
    c. Click on Add Account
    d. Click on Outlook.com
    e. Enter your CBC email i.e. jlsmith@cbc.edu and the enter your password
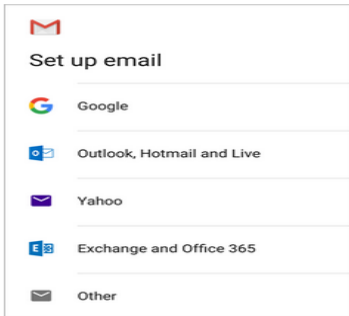   f. Choose what you would like to enable
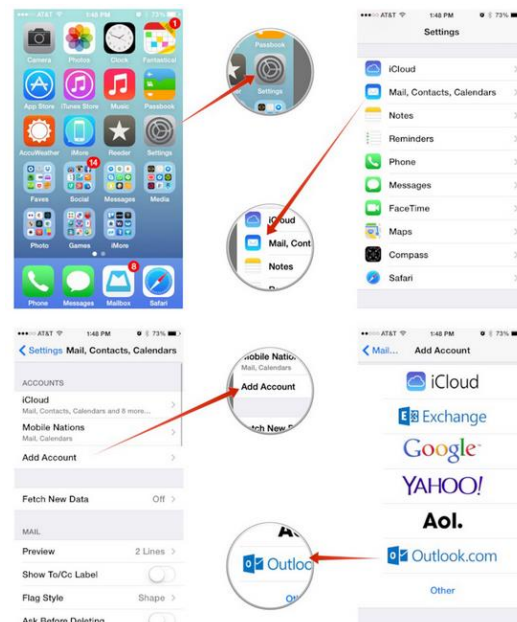
2. Syncing on an Android device:
    a. Make sure you have the Gmail app downloaded and installed
    b. Open the Gmail app
    c. Click on the menu icon in the top left corner
    d. Go to settings, add account, exchange and Office 365
    e. Enter your CBC email i.e. jlsmith@cbc.edu and enter your password
    f. Follow anything prompting you to include Remote Security Administration
    g. Go to the new inbox you just added to Gmail and click on email that says to sync the email if is there. Skip this step if there is not an email.
    h. If you get a notification saying "Unable to sync calendar and contacts" click on he notification and then click allow.

1

Open the Gmail app.

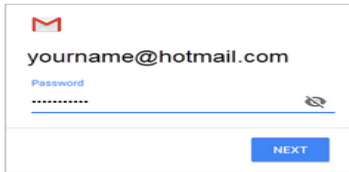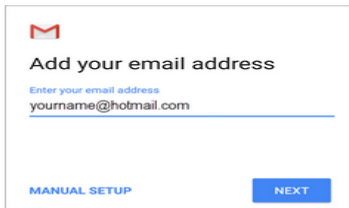Tap the menu icon in the upper left corner > **Settings** > **Add account** > **Exchange and Office 365**.

Important: Do **NOT** choose "Outlook, Hotmail, and Live" unless you want to sync email only.

Set up email

G Google

O Outlook, Hotmail and Live

Yahoo

ES Exchange and Office 365

Other

2

Enter your full email address and tap **Next**.

Enter your password and tap **Next**.

Add your email address

Enter your email address
yourname@hotmail.com

MANUAL SETUP   NEXT

yourname@hotmail.com
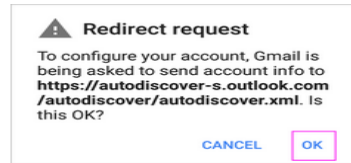
Password
....   ⌖

NEXT

3

If you are setting up an Outlook.com account, skip this step.

If you're setting up an Office 365 work or school account, you may see a **Redirect request** screen. Tap **OK**.
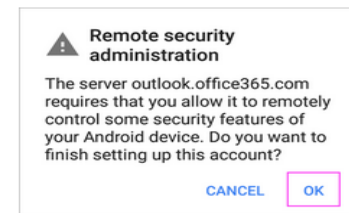
⚠ **Redirect request**
To configure your account, Gmail is being asked to send account info to https://autodiscover-s.outlook.com/autodiscover/autodiscover.xml. Is this OK?

CANCEL   OK

On the Incoming server settings screen, change your server to **outlook.office365.com**.

Note: For Exchange or other accounts, you'll have to ask your IT admin or email provider for server settings and set up your account manually.

4

Follow any prompts you may get, including **Remote security administration**, security permissions, sync settings and a display name.

⚠ **Remote security administration**
The server outlook.office365.com requires that you allow it to remotely control some security features of your Android device. Do you want to finish setting up this account?
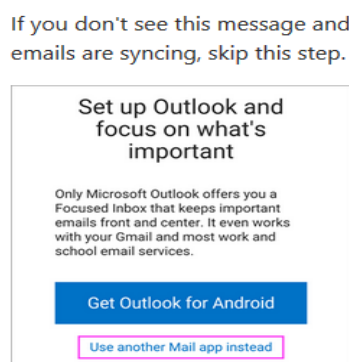
CANCEL   OK

If you use Office 365 for business, you may also be asked to approve additional security measures. In this case, choose **Activate**.
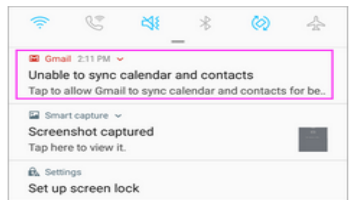
5

Go to the inbox you just set up. If you see an email that says "**Action Required to Sync Email**," open it and tap **Use another Mail app instead**.

If you don't see this message and emails are syncing, skip this step.

Set up Outlook and focus on what's important

Only Microsoft Outlook offers you a Focused Inbox that keeps important emails front and center. It even works with your Gmail and most work and school email services.

Get Outlook for Android

Use another Mail app instead

6

Pull down the Android notification bar by swiping down from the top of your screen.

Gmail 2:11 PM ⌄
Unable to sync calendar and contacts
Tap to allow Gmail to sync calendar and contacts for be..

Smart capture ⌄
Screenshot captured
Tap here to view it.

Settings
Set up screen lock

If you see a notification that reads "**Unable to sync calendar and contacts**," tap it. Then tap **Allow** to give access and you're done!

Note: If you don't see a sync error, verify your calendar and contacts are syncing.