



Setting Up a City-provided Mobile Device for Exchange Online

Mobile devices require Exchange ActiveSync® software

With the exceptions of SCL and SPD, all City-provided devices require Microsoft Exchange ActiveSync software to access email, calendar and contacts on Exchange Online. ActiveSync is the City's new mobile device connectivity software standard that allows your mobile device to connect to the City's email environment. ActiveSync replaces the Good and AirWatch software previously used on the City's mobile devices.

Important: Do not download and install the Outlook app. You must use your device's native mail program.

If you have questions or need assistance with your mobile phone, please contact your department's telephone coordinator.

Benefits of Exchange ActiveSync include:

- Reduced license costs (ActiveSync is included with the Office 365 license for Exchange Online)
- Reduced support costs

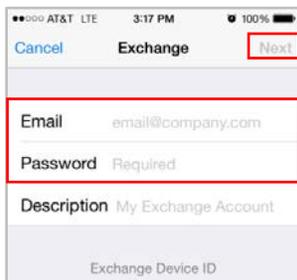
To set up Exchange ActiveSync, click on the appropriate link below for your device:

[Set up Exchange ActiveSync on an iPhone, iPad or iPod Touch](#)

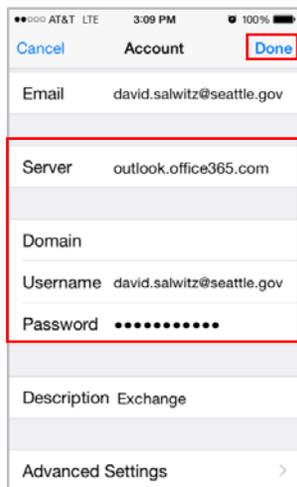
[Set up Exchange ActiveSync on an Android device](#)

Set up Exchange ActiveSync on an iPhone, iPad or iPod Touch

1. Plug your device into a power source.
2. Tap **Settings > Mail, Contacts, Calendars > Add Account > Exchange**.
3. Enter your City email address and password, and then tap **Next**.

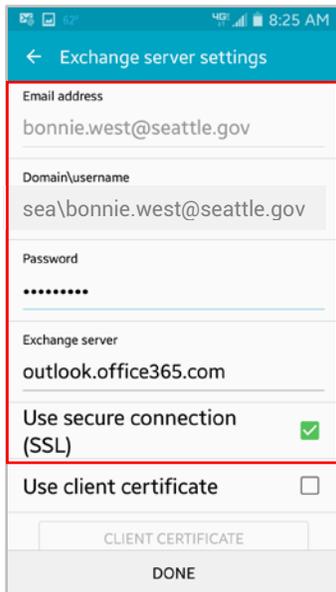


4. If the following screen appears, enter the **server** and **domain** as shown and then enter your password. If this screen doesn't appear, then ActiveSync was successful in getting your information from Exchange Online.



Set up Exchange ActiveSync on an Android device

1. Plug your device into a power source.
2. Find your device on the [list below](#), click the link and follow the instructions for installing Exchange ActiveSync.
 - a. If your device is not listed below, refer to your carrier's web site for instructions.
 - b. If you cannot locate specific instructions for your device, refer to [Manual Setup Instructions for Installing ActiveSync on an Android Device](#) below.
3. When prompted, enter your City email address, password and other information as shown below:



Exchange ActiveSync installation instructions for the most common City devices:

Samsung Galaxy Rugby Pro (AT&T Android Phone)

1. Go to <http://www.samsung.com/us/support/owners/product/SGH-I547ZKAATT>
2. Scroll down to the **Smart Simulator**.
3. Click **Email > Exchange Email**.
4. Follow the steps under **Step 1 of 9** on the right.

Samsung Galaxy S® 6 (Verizon Android Phone)

1. Go to <http://www.verizonwireless.com/support/knowledge-base-151145/>
2. Scroll down to **Corporate Email** and follow the 5 steps.

Samsung Galaxy S 5 (Verizon Android Phone)

1. Go to http://www.samsung.com/us/support/owners/product/SM-G900VZKAVZW#!topic/communication/add_an_exchange_server_email_account
2. Scroll down to the **Smart Simulator** and follow the 10 steps.

Samsung Galaxy S 5 (AT&T Android Phone)

1. Go to <http://www.att.com/devicehowto/index.jsp?make=Samsung&model=Galaxy%20S%205>
2. Click on **Email and messaging > Set up corporate email** in the left navigation pane.
3. Follow the 12 steps.

Samsung Galaxy S 4 (Verizon Android Phone)

1. Go to <http://www.samsung.com/us/support/owners/product/SCH-I545ZWAVZW>
2. Scroll down to the **Smart Simulator**.
3. Click **Communication > Add an Exchange Server Email Account**.
4. Follow the steps under **Step 1 of 10** on the right.

Samsung Galaxy S 4 (Sprint Android Phone)

1. Go to http://support.sprint.com/support/tutorial/Set-up-Exchange-email-Samsung-Galaxy-Sreg-4/WRNScenario_542_51062_771_en_118-dvc7970011prd?INTNAV=SU:DP:WYCD:BSU:SamsungGalaxyS4:SetUpExchangeEmailSamsungGalaxySreg-4&fromRn=true#!/
2. Follow the 7 steps.

Samsung Galaxy S III (Verizon Android Phone)

1. Go to http://www.samsung.com/us/support/owners/product/SCH-I535MBBVZW#!topic/communication/email_setup
2. Scroll down to the **Smart Simulator** and follow the 13 steps. On step 8, be sure to select **Microsoft® Exchange ActiveSync®** for the type of email account.

Samsung Galaxy S III (Sprint Android Phone)

1. Go to http://support.sprint.com/support/tutorial/Set-up-Exchange-email-Samsung-Galaxy-S-III-16GB-Certified-Pre-owned/WRNScenario_542_40803_771_en_118-dvc8890017prd#!/
2. Follow the 9 steps.

Samsung Galaxy S III (AT&T Android Phone)

1. Go to [http://www.att.com/devicehowto/?make=samsung&model=galaxysiii\(i747\)](http://www.att.com/devicehowto/?make=samsung&model=galaxysiii(i747))
2. Click on **Email and messaging > Set up corporate email** in the left navigation pane.
3. Follow the 12 steps.

Samsung Galaxy Note® 4 (Verizon Android Phone)

1. Go to <http://www.verizonwireless.com/support/knowledge-base-123673/>
2. Scroll down to **Set Up Corporate Email** and follow the 8 steps.

Samsung Galaxy Note 3 (Verizon Android Phone)

1. Go to <http://www.verizonwireless.com/support/knowledge-base-135325/>
2. Scroll down to **Corporate Email** and follow the 5 steps.

Samsung Galaxy Note 3 (AT&T Android Phone)

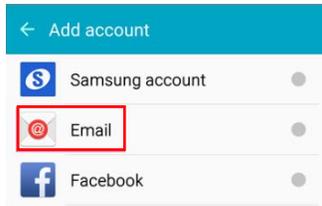
1. Go to <http://www.att.com/devicehowto/index.jsp?make=Samsung&model=Galaxy%20Note%203>
2. Click on **Email and messaging > Set up corporate email** in the left navigation pane.
3. Follow the 11 steps.

Nokia Lumia 928 (Verizon Windows Phone)

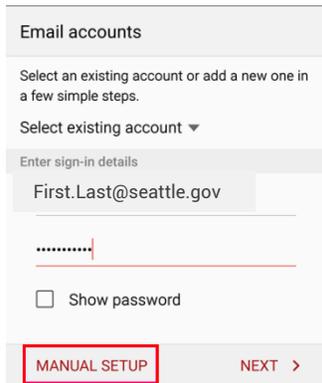
1. Go to <http://www.verizonwireless.com/support/knowledge-base-79433/>
2. Scroll down to **Configure Corporate Email** and follow the 10 steps.

Manual Setup Instructions for Installing ActiveSync on an Android device

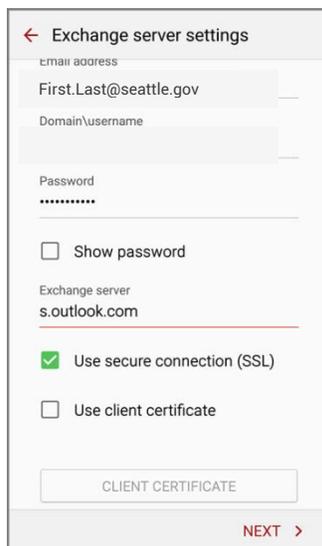
1. Plug your device into a power source.
2. Tap **Settings > Accounts > Add account > Email**.



3. Enter your City email address (e.g. First.Last@seattle.gov) and your password, and then tap **Manual Setup**.



4. Select **Microsoft Exchange ActiveSync**.
5. Accept the defaults on the **Exchange server settings** page and tap **Next**. If your device still can't connect, update the following account information:



- a. **Domain\Username:** Enter your City email address (e.g., sea\first.last@seattle.gov). If **Username** and **Domain** are separate text boxes on your device, enter your email address in the **Username** leave the **Domain** box empty.
- b. **Password:** Use the password that you use to access your account.
- c. **Server name:** Use **outlook.office365.com**.
- d. Make sure the **Use secure connection (SSL)** checkbox is checked, then tap **Next**.

6. If you receive an activation request, select **OK** if you want to continue with the setup.
7. Change or accept the default sync settings, and then tap **Next**.
8. Give the account a name and then tap **Done**.

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If you synced your calendar and contacts in step 6 you can go to those apps on your phone to view any items that might be there. If you synced tasks as well, you should see them in the calendar app on your device. It might take a few minutes for everything to sync.