Setting Up your Apple iPhone / iTouch / iPad

This help sheet lists the steps for setting up your iPhone, iPad or iPod Touch iOS 7 device for Surrey365.

Requirements
- iPhone, iPad or iPod Touch with iOS 7
- A Surrey365 account
- Web access to Surrey365 (if you need to identify your server name)

Note: Your existing exchange email account may need to be deleted before following the steps below

Steps to configure your iPhone, iPad or iPod Touch for Surrey365

NOTE: Some devices will not automatically detect the correct Office 365 server name. If this is the case with your device then please follow the instructions at the end of this help sheet, “Identifying Your Office 365 Server Name”. If this still results in an error then please follow the instructions “Identifying your Office 365 Host Name” and enter this as the server name instead.

1. If this is the first email account on this device tap Mail.

Otherwise tap:

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

3. In the Exchange dialog box:
   
   a. In the “Email” field enter your email address (e.g. username@surrey.ac.uk or a surname@surrey.ac.uk)
   
   b. In the “Password” field enter your Surrey email password
   
   c. In the “Description” field enter Surrey365 (or any short name meaningful for you)
   
   d. Tap Next in the top right corner of the Exchange dialog box.

4. You should see the following verifying screen.
5. In the *Exchange* dialog choose the type of information you want to synchronise: **Mail, Contacts, Calendars** and **Reminders**. If you do not want to synchronise an item select **OFF**.

6. Tap **Save** to complete the set-up.

7. An account summary will appear, check the details are correct and tap **Done**.

8. Push the **Home** button on your device and then tap **Mail** or **Calendar** to confirm that you have set up your Surrey365 account information.

   **NOTE:** If the steps above generate an error then you may need to replace the server address with the host name instead. Please follow the instructions later in this help sheet, “Identifying your Office 365 Host Name”.

**Help and Support**

If you are experiencing technical difficulties please contact the IT User Support Desk by email at usersupport@surrey.ac.uk, or by telephone on 01483 689898, or in person on the ground floor of the Austin Pearce Building.
Identifying Your Office 365 Server Name

If your device does not automatically locate the correct Office 365 server name, and entering outlook.office365.com has been unsuccessful, then please follow these steps.

1. Log in to http://surrey365.surrey.ac.uk using a web browser with your Username and Password.

2. Click Settings > Options at the top right of the screen.

3. Click “POP and IMAP” on the Options page under the “Accounts” tab.

4. Note the server name under “IMAP Settings” which will be a variation of the outlook.office365.com. Use this server name to configure your device.

NOTE: Since all e-mail clients are different please use the information you recorded above and the documentation which supports your particular client to complete the setup.

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