Setting up SUMail on Android Phones and Tablets

Android Phones and Tablets vary widely between platforms and versions. With the newer versions 7, 8, and 9 (Nougat/Oreo/Pie), we find that using the Microsoft Outlook App offered in the Google Play Store works more seamlessly than the Google Mail client using the manual configuration. Instructions for installing the Microsoft Outlook App and also the manual client install are below.

Downloading and configuring the Microsoft Outlook App for Android 7.0 & 8 (Nougat/Oreo).

1. Open the Google Play Store and type Outlook into the search bar.
2. Install Microsoft Outlook App

3. Enter your Netid@syr.edu into the email address line and click Continue.
4. Enter your NetID password and click "Sign In".
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**Downloading and configuring the Microsoft Outlook App for Android 7.0 & 8 (Nougat/Oreo),**

**Manually Configuring SUmail to Android Tablets**
- Step 1 - Open the Settings App
- Step 2 - Open the Email App Settings
- Step 3 - Configure Your Account
- Step 4 - Activate the Mail App and Approve Security Administration
- Step 5 - Select Sync Options
- Step 6 - Name your Account
- Can’t Sync the Email Account?

**Configuring SUmail to Android Phones**
Step 1 - Navigate to your apps and open up the Accounts app.
Step 2 - Select Add account
Step 3 - Select Email
Step 4 - Select Account Type
Step 5 - Enter Your Credentials
Step 6 - Verify Server Settings
Can't Sync the Email Account?

Manually Configuring SUMail to Android Tablets
Images are courtesy of Android 5.0.2 (Lollipop). For Newer versions of Androids, it is suggested to configuring by using the Outlook App as described above.

Step 1 - Open the Settings App

Step 2 - Open the Email App Settings
Click on “Applications” and then select “Email”. If you have an account already, select “Add account”. If you do not have an account, skip to the next step.

Step 3 - Configure Your Account
Enter the svr.edu email and password and click “Done”. If you are greeted by the error below, click “Edit Details” and select “Manual Setup”.

Select "Microsoft Exchange Activesync".

The android mail app automatically inputs a "\" in the Domain/username. Remove this and enter the full email address. You'll want to have the student enter the netid password.

The server will be outlook.office365.com. Be sure to also leave "Use secure connection (SSL)" checked. Click "Next".
Exchange Accounts

Some students (usually grad students) can have an AD account. If so, use the same process while using the server exchange.syr.edu.

**Step 4 - Activate the Mail App and Approve Security Administration**

You'll be prompted to activate the mail application. Click "OK".

Approve remote security administration. This is a requirement to sync your account.
Step 5 - Select Sync Options

Select the desired account options and sync-able items and hit "Next".

Screen Unlock Settings - Exchange Users

Exchange account users are required to have a screen lock enabled. Hitting next will prompt the screen unlock settings window. Enabling any of the options will allow the account to be synced to the device.

Step 6 - Name your Account

The email account can be named anything. Select "Next" when done.
If this is your first email account, you'll be prompted to activate the device administrator.

You will automatically be entered into the account. If not, return to the home screen and select the mail application. If multiple accounts are synced, the student should select the one with the name they just created.

Can't Sync the Email Account?

Make sure the device has a connection to a network (wired or wireless).

Revisit the configuration. Ensure that Microsoft Exchange ActiveSync was selected and the server outlook.office365.com was used.

Can they log into SUmail? Have them attempt to do so. If they indicate they log into their mail at exchange.syr.edu (some grad students), use the server exchangep.syr.edu. If necessary, have the student verify their credentials on our NetID self-service page.

Configuring SUmail to Android Phones

This is a basic visual representation. Each version of the Android/Kindle operating system will look slightly different. Please click the images to enlarge.

Step 1 - Navigate to your apps and open up the Accounts app.
Step 2 - Select Add account

Step 3 - Select Email

Step 4 - Select Account Type
Select "Microsoft Exchange ActiveSync" as the account type.

Step 5 - Enter Your Credentials
Type in your email and password, be sure to uncheck ‘Automatically configure account’ if prompted.

Step 6 - Verify Server Settings
If required, you will be brought to this page. Insert your sumail email address into the domain/username, password remains your sumail password and the exchange server should be outlook.office365.com. Then click next.

Can't Sync the Email Account?
If your device is not seeing any of the SU wireless networks, or you simply can't connect to AirOrangeHelp, you may be having software or hardware related issues with the device. We recommend contacting the ITS Service Center for further assistance.

If the device will not complete the authentication step, please have the student verify their credentials on our NetID self service page.