Instructions to Configure ActiveSync for an Office 365 Mailbox

Exchange ActiveSync is the protocol used by many mobile devices to connect to Microsoft Exchange mailboxes. Mobile devices implement Exchange ActiveSync configuration in many different ways, so it is difficult to document each one. Information in this document will provide general guidance and information for configuring or re-configuring ActiveSync on your mobile device.

Most often, when configuring a new ActiveSync profile, the device will prompt for email address and password. The device will attempt to connect to the email address and configure the account automatically. If configuration fails, a new screen will be displayed prompting for the following additional account details (some may already be filled in) and what you should provide:

UserID – enter your SUNY email address, if blank
Domain – (leave this field blank)
Email address – enter your SUNY email address if blank
Password – enter your SUNY LAN Logon password
Server – enter outlook.office365.com

Tap the button on your phone to accept the information and try to connect. If successful, the account will immediately begin syncing. Use the account’s Settings screen to define the parameters of what content you want to sync.

If you have trouble accomplishing this, please contact the Helpdesk for assistance.