

Accessing Your Office 365 KBCC student E-mail Account on Any Mobile Device

You can use a mobile device to access information in your Office365 account. On this page you will find the settings for POP, IMAP, SMTP and ActiveSync/Exchange to aid in setting up your mobile devices. We also have provided instructions for setting up your e-mail account on most common mobile devices. Lastly, there are links for additional support.

The first step is to log into your Office365 KBCC student e-mail account via the web:

<https://www.outlook.com/students.kbcc.cuny.edu> or <http://mail.office365.com>

Once logged into your e-mail account, click on Options and then click on "Learn how to get Direct Push e-mail on your mobile phone." If you set up an Exchange/ActiveSync account on your device, the information you sync may include e-mail messages, calendars, contacts and task data. If you set up a POP3 or IMAP4 account, you will only be able to send and receive e-mail.

Use these settings to access your Office365 e-mail on a mobile device or when using an email application:

Username: FirstName.LastName and the last two digits of your Emplid Number@students.kbcc.cuny.edu

Password: Capitalized Firstname Initial + lowercase lastname initial + the first six digits of your Emplid number.

or

Username: FirstName.LastName + DayOfBirth@students.kbcc.cuny.edu

Password: Capitalized Firstname Initial + lowercase lastname initial + the last four digits of your Social Security Number + the day you were born.

Microsoft has provided step-by-step instructions on how to configure your Mobile Phone e-mail client here: <http://help.outlook.com/en-US/140/cc825479.aspx>.

[You can also click here to access Microsoft's Mobile Phone Set-up Wizard. This guide will allow you to select your mobile device and be provided step-by-step instructions for setting up your e-mail account on your device.](#)

Here is a list of instructions for the more popular devices:

Setting up an Exchange/ActiveSync connection - Apple iPhone, iPad, or iPod touch

- Tap **Settings** > **Passwords & Accounts** > **Add Account**.
- Tap **Exchange**.
- Enter your full KBCC Student Email address in the **Email** box. For **description**, please enter "**KBCC Email**".
- Tap **Next** on the upper-right corner of the screen. Your Apple device will try to find the settings it needs to set up your account.
- Tap **Sign In** when prompted

*Alternative option of signing in tap on **Configure Manually**. Enter your KBCC Email, your password, and description: **KBCC Email**. Tap on **Next**.*

*Check email address for errors, the **server name** is **outlook.office365.com** or **pod51008.outlook.com**, leave Domain blank, enter your ENTIRE KBCC email address as your username, re-enter your password, and enter **KBCC Email** for **description**.*

- A new window will open. Select **Work or School Account** if prompted
- Type your KBCC Student Email password
- Tap **Sign In**.
- On the next page, you can choose to Sync Mail, Contacts, Calendars, Reminders, and Notes. You must have mail synced in order to receive emails from this account. The other choices are optional. When you are finished, tap **Save**.
- Tap **KBCC Email** on the next page.
- Tap **Mail Days to Sync** and then tap **No Limit**.

 **Tip:**

You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

Android

- From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.
- Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
- Type your KBCC Student Email Address and password, and then select **Sign In**.
- **Email Sync period:** Anytime, **Email Sync Schedule:** Auto (When Received), **Emails Retrieved Size:** No Limit, **Calendar Sync Period:** Always Stay Synced, Tap **Done**.
- You will be prompted to change your account name (optional). You can enter **KBCC Email** or leave it as your full KBCC Student Email address. Tap **Done**.
- A security prompt message will appear. Tap **Activate**.

*Alternative option of signing in tap on **Manual Setup**. Enter your KBCC Email, Domain\username. : \student email address, your password, Exchange Server: **outlook.office365.com** or **pod51008.outlook.com**, Tap on **Next**.*

*A security prompt message will appear. Tap **Apply**.*

***Email Sync period:** Anytime, **Email Sync Schedule:** Auto (When Received), **Emails Retrieved Size:** No Limit, **Calendar Sync Period:** Always Stay Synced, Tap **Done**. A security prompt message will appear. Tap **Activate**.*

- You will be prompted to change your account name (optional). You can enter **KBCC Email** or leave it as your full KBCC Student Email address. Tap **Done**.
- Select your KBCC Student email on the **Settings** page. Tap **Sync Emails from**, and then select **All**.

Tip:

You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

Gmail App

- **If no account has been setup**: Tap through the welcome screen, and tap **Add email address**. Next, choose **Exchange and Office 365**.
- **If an account has already been setup**: Tap the three-line icon ☰ on the top left-hand corner, then tap ⚙️ **Settings**. On the next page, tap **Add account**, and choose **Exchange and Office 365**.
- Enter your KBCC Student Email Address, and then tap **Next**.
- Enter your KBCC Student Email Password, do not select any client certificates, and then tap **Next** to continue configuring your account.
- Enter your ENTIRE KBCC Email address in the **Domain\Username** box, check your KBCC Email password for errors, do not select any **client certificates**, for **Sever** please enter **outlook.office365.com** or **pod51008.outlook.com**, the **Port** box should automatically be filled in, and then do not change the pre-selected **Security Type**.
- Tap **Next**. A security prompt message will appear. Tap **OK**.
- You will be prompted to change your account name (optional). You can enter **KBCC Email** or leave it as your full KBCC Student Email address. Tap **Next**.
- Select your KBCC Student email on the **Settings** page. Tap **Sync Emails from**, and then select **All**.

💡 **Tip:**

You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

Blackberry

- **Tap Settings > Accounts > Add Account > Email, Calendar, and Contacts**.
- Type your email address and select **Next**.
- Type your password and select **Next**. The **Looking up connection information** message displays. Your device will try to set up your email account automatically.
- If it finds your connection information, specify the information you want to synchronize with your account, and select **Done**. You will see your account listed on the **Accounts** list. Go to the BlackBerry Hub to access your email account.
- If it cannot set find your connection information, you'll see a message recommending that you use advanced setup steps. If this is the case, see the next procedure.

Use the following steps to use **advanced settings** to set up your Exchange ActiveSync connection to your account.

- On the BlackBerry 10 home screen, select **Settings > Accounts > Add Account > Email, Calendar, and Contacts**.

- Then, select the menu icon beneath the **Email Address** box to access advanced setup options.
- On the **Advanced Setup** page, select **Microsoft Exchange ActiveSync**.
- Enter the settings for your account as follows. If you had just tried the previous procedure, some of these settings may already be entered for you.
- In **Description**, type your **KBCC Student Email Address**
- Leave the **Domain** field blank.
- In **Email Address** and **Username** boxes please type your full KBCC Student Email Address.
- In **Server address**, type outlook.office365.com.
- Select **Next**. The **Checking for supported services and policy information** message displays.
- On the next page, specify the information you want to sync, and then select **Done**.

 **Tip:**

You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

[Windows Phone & Windows Mobile](#)

Here are the full steps for Windows Mobile (non 6.5)

- Tap **Start > Settings > Email + Accounts > Add an Account > Exchange**
- Enter your KBCC Student Email address and password, and then tap **Sign In**. Your mobile phone will try to get settings from the Internet automatically. If this fails, tap **Advanced**.

For **Username** enter your complete KBCC Student email address, leave **Domain** blank, type **outlook.office365.com** or **pod51008.outlook.com** for **Server**, and type **KBCC Email** for **Account Name**. Then tap, **Sign In**.

 **Tip:**

You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.