Accessing E-Mail Using a Mobile Device

You can access your student e-mail account using a mobile device such as a smartphone. The process varies based on the type of device as well as the service provider. The basic settings for the three supported connection types (Exchange, IMAP/SMTP, and POP3/SMTP) are provided below.

Microsoft Exchange (recommended for use with iOS and Android)

Microsoft Exchange (sometimes referred to as Exchange ActiveSync) provides full access to your messages, contacts, and calendar. This is the preferred method of connecting to your account, however not all mobile devices support it.

Here are the connection settings for use with Exchange…

- The Server field should be set to **outlook.office365.com**.
- The Domain field (if present) should be left blank.
- The Username field should be set to your student e-mail address (i.e. your MyAccess-ID followed by *@dupage.edu*).
- The Password field should be set to your current password (i.e. the same password you use to log into MyAccess).
- SSL encryption should be enabled.

IMAP/SMTP

Internet Message Access Protocol (IMAP) combined with Simple Mail Transfer Protocol (SMTP) is a widely-supported means of sending and receiving e-mail. However, it only allows access to your messages; you cannot access your contacts or calendar using this method. IMAP/SMTP settings are usually split into two groups labeled *incoming server* and *outgoing server*. This is because the IMAP settings are used to read messages that you have received; while the SMTP settings are used to send messages that you have written.

Here are the connection settings for IMAP/SMTP...

- The IMAP server should be set to **outlook.office365.com**, port **993**.
- The IMAP connection security should be set to **SSL**.
- The IMAP authentication method should be set to **Normal Password**.
- The SMTP server should be set to **smtp.office365.com**, port **587**.
- The SMTP connection security should be set to **TLS** (or **STARTTLS** if available).
- The SMTP authentication should be set to **Normal Password**.

In addition, the IMAP client may need to be configured to save copies of sent messages to the *Sent Items* folder of the account, and to move deleted messages to the *Deleted Items* folder of the account.

POP3/SMTP

Post Office Protocol version 3 (POP3) combined with Simple Mail Transfer Protocol (SMTP) is the oldest method of sending and receiving e-mail messages supported by Office 365. However it is only recommended for devices that do not support IMAP or Exchange. This is because most POP3 clients (unlike IMAP and Exchange) automatically delete messages from the server once they have been transferred to the local device, making this method of connecting unsuitable for those who wish to access their account using more than one device.

Here are the connection settings for POP3/IMAP…

- The POP server should be set to **outlook.office365.com**, port **995**.
- The POP connection security should be set to **SSL**.
- The POP authentication method should be set to **Normal Password**.
- The SMTP server should be set to **smtp.office365.com**, port **587**.
- The SMTP connection security should be set to **TLS** (or **STARTTLS** if available).
- The SMTP authentication should be set to **Normal Password**.