



For Outlook Mobile App

## Contents

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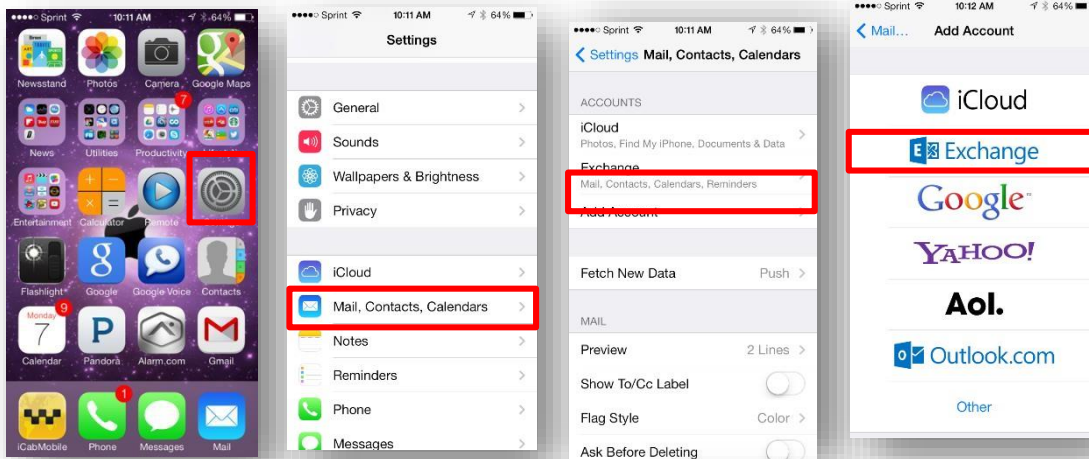
Welcome to Office 365! .....	2
Manual iPhone settings (in case first attempt fails).....	3
Manual Android settings (in case first attempt fails) .....	4
How to Get Help .....	4

## Setting up your SmartPhone\*

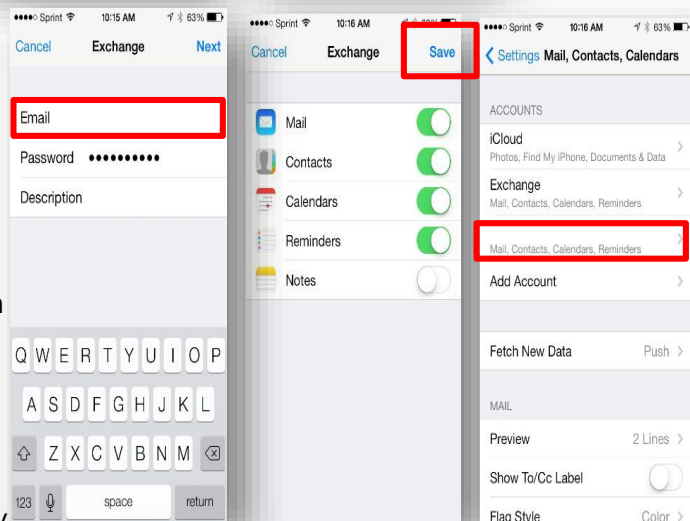
\*These settings apply to iPhone, but Android and other smartphones and tablets use similar settings. These screenshots will vary depending on the type of phone you use.

**The following shows you steps on how to configure an iPhone or iPad:**

1. Before proceeding, go to Settings, "Mail, Contacts, Calendars", click on the Account named Exchange, and **DELETE** it. Wait until the account is fully removed.
2. From your iPhone home screen, click on the Settings icon. Then, click on "Mail, Contacts, Calendars".
3. Next, click on "Add Account...". Select Microsoft Exchange.



4. Enter your Email address and password. Then type in a description of this account, such as "SterlingMutual Email".
5. If all works perfectly, you will be presented with options to synchronize mail, contacts, calendars, etc. Choose the options you wish to sync. **You may get prompted to allow Outlook to control your settings – please accept.** If it has trouble, continue onto the next steps...
6. Sometimes, an iPhone cannot automatically find an email account. Therefore, it will prompt for additional information. Refer to the next page for the settings to fill in, in case it does not recognize your account the first time.



## Manual iPhone settings (in case first attempt fails):

Email Address: [your-email]@sterlingmutuals.com

Password: Your SterlingMutuals email password

Username: [your-email]@sterlingmutuals.com

Domain: SterlingMutual

Server: **m.outlook.com**

SSL should be checked (enabled)

If you STILL have trouble, please REBOOT your phone – this usually does the trick!

## Manual Android settings (in case first attempt fails):

1. First, please remove your existing Exchange or Corporate email account from your Android device. If you need help, please consult your manufacturer's website for removal instructions, as it varies depending on Android version or Phone Model.
2. From the Start screen, flick left to App list > Settings Settings icon > email+accounts > add an account > Exchange.
3. Enter your Email address and Password: **[your-email]@sterlingmutuals.com** and your Active Directory password.
4. Tap sign in. If the phone finds your account settings, then your email, calendar, and contacts will be synced to your phone, and you can skip to Step 12. If not, continue to the next step.
5. Verify that your email address and password are correct.
6. Verify your User name. Your username may be slightly different than your primary email address. Change it to the correct username.
7. In the Domain field, leave this blank.
8. Tap sign in.
9. If you still cannot find your settings, tap **advanced**.
10. Tap Server, and enter **m.outlook.com**.
11. If necessary, tap **show all settings**. Edit any additional settings required by your server.
12. Tap sign in.

You may get prompted to allow Outlook to control your settings – please accept.

If you STILL have trouble, please REBOOT your phone – this usually does the trick!

## How to Get Help

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Please contact [sabah.sawor@sterlingmutuals.com](mailto:sabah.sawor@sterlingmutuals.com) Tel: 519-256-8999 #2256

Or [abhatia@sterlingmutuals.com](mailto:abhatia@sterlingmutuals.com) Tel: 519-256-8999 #2269