

How do I set up Alverno's live@edu student email on my Android mobile phone?

1. From the **Applications** menu on your phone, select **Email**. This application may be named **Mail** on some versions of Android.
2. Type your full e-mail address, for example anthonsb@alverno.edu, and your password, and then select **Next**.
3. Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
4. Enter the following account information and select **Next**.
 - **Domain\Username** Type your full e-mail address in this box. If **Domain** and **Username** are separate text boxes in your version of Android, leave the **Domain** box empty and type your full e-mail address in the **Username** box.

Note:

On some versions of Android, you need to use the domain\username format. For example, if your e-mail address is anthonsb@alverno.edu, type alverno.edu\anthonsb@alverno.edu. Your username is your full e-mail address.

- **Password** Use the password that you use to access your account.
 - **Exchange Server** First, try using **m.outlook.com** as the server name. If that doesn't work, see "Finding the Server Name" later in this topic.
5. As soon as your phone verifies the server settings, the **Account Options** screen displays. The options available depend on the version of Android on your device. The options may include the following:
 - **E-mail checking frequency** The default value is Automatic (push). When you select this option, e-mail messages will be sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.
 - **Amount to synchronize** This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.
 - **Notify me when e-mail arrives** If you select this option, your mobile phone will notify you when you receive a new e-mail message.
 - **Sync contacts from this account** If you select this option, your contacts will be synchronized between your phone and your account.
 6. Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the e-mail setup and start using your account.

Tip:

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

Finding the Server Name

To determine your server name, use the following steps:

1. Sign in to your account using Outlook Web App.
2. On the Outlook Web App toolbar, click **Help** > **About**.
3. On the **About** page, under the **External POP Settings** line, use the **Server name** value to help you determine your server name:
 - If the **External POP Settings** > **Server name** value includes your organization's name, for example, pop.alverno.edu, then your server name is the same as your Outlook Web App server name, without

the /owa. For example, if the address you use to access Outlook Web App is <https://mail.alverno.edu/owa>, your Exchange ActiveSync server name is mail.alverno.edu.

- If the **External POP Settings > Server name** value is in the format podxxxxx.outlook.com, your Exchange ActiveSync server name is **m.outlook.com**. In some cases, Android mobile devices may experience connection problems using m.outlook.com as the server name. If you are having problems connecting, go to the **Host name** line on the **About** page. Use the value shown under **Host name** for the Exchange ActiveSync server name for your device.