



glow®



Glow Outlook mail / Calendar

Glow Outlook mail and calendar can be accessed from your desktop or connected to mobile devices

Please note that Glow Office 365 is a live evergreen environment and therefore is constantly evolving. This document was correct at time of publishing September 2014.



HOW

Glow Office 365 Help and Support



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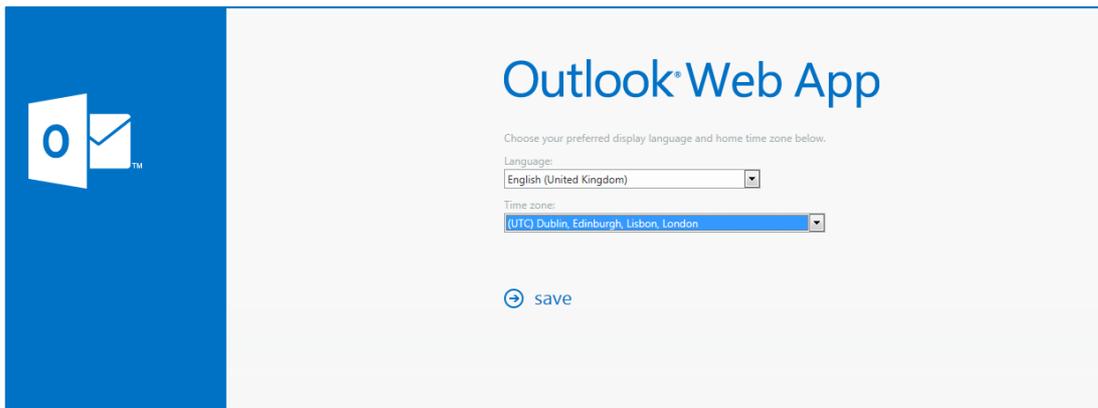


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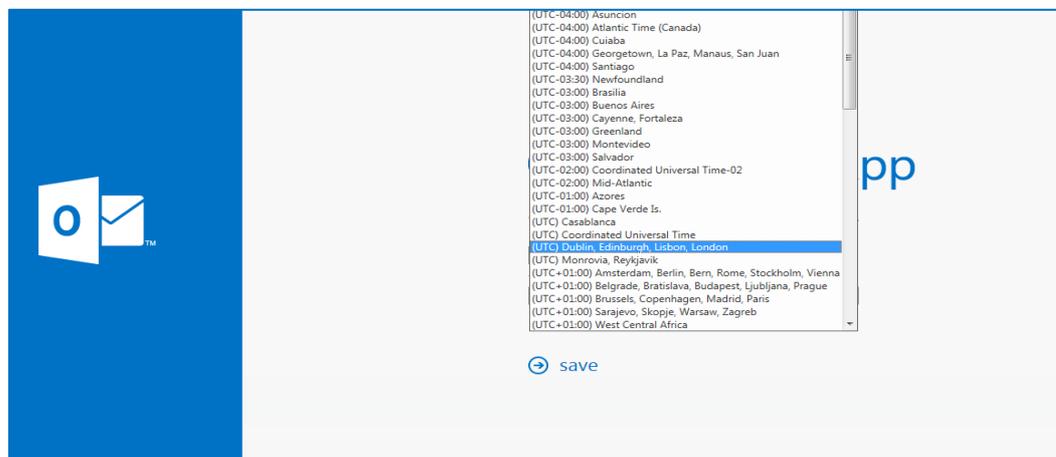
Glow Outlook Mail and Glow Calendar

Glow Outlook Mail

When you open Outlook in Glow for the very first time you will be asked to set the



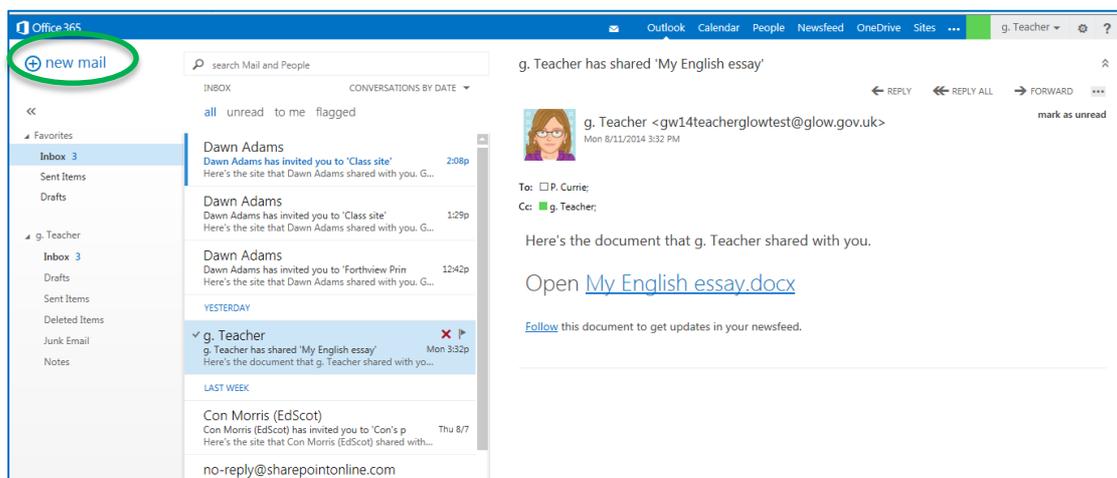
language and time zone.



The language for most people will be **English (United Kingdom)** and the time zone will be **UTC Dublin, Edinburgh, Lisbon, London**. Once you have made your choices click on **save**

Once in Glow Outlook the first thing you'll see is your Inbox. This is where messages that have been sent to you arrive, and this is where you'll probably spend the most time reading and responding to messages. Each Glow user has up to 50 GB mailbox storage in Glow Outlook mail.

What you'll see in Mail



- Create a new message by clicking **+New mail**.
- **Folder list.** The folder list includes the folders in your mailbox. It may include other folders, such as Favourites and Archive folders. You can collapse this pane by clicking the double arrow icon at the top. You can expand and collapse folders in this view by clicking the small triangle icons next to the folder names.
- **Search window.** Type what you want to search for here, such as the name of a person you want to find messages from, or text what you want to search for to find a particular message.
- The **Message List** is a list of the messages in the current folder. Each entry in the list view has additional information, such as how many unread messages there are in a conversation, or if there's an attachment, flag, or category associated with any messages in the conversation. A conversation can have

one or more messages. When a conversation is selected, you can delete it, add a flag, or add a category by clicking the icons. At the top of the list view are filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged. In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.

- The **reading pane** is where the conversation that you've selected is displayed. You can respond to any message in the conversation by using ←Reply, ⇐Reply all or →Forward at the top of a message to respond to it.

Create a new message

To create a new message:

- Click **+**New mail above the folder list. A new message window will appear in the reading pane.
- To add recipients, you can type the name of anyone who is in your contacts folder or organisation's address list, or you can type the email address in the To or Cc field. The first time you enter a particular person's name, Glow Outlook searches for that person's address. In the future, the name will be cached so it will resolve quickly.
- Add a subject.
- Type the message you want to send.
- To add an attachment, click  Insert then Attachment at the top of the screen and browse to the file you want to attach.
- To embed a picture in the message so that it appears without the recipient having to open it, click  Insert, then Picture, and browse to the picture you want to add to your message.
- When you're done and your message is ready to go, click  Send.

Working with drafts

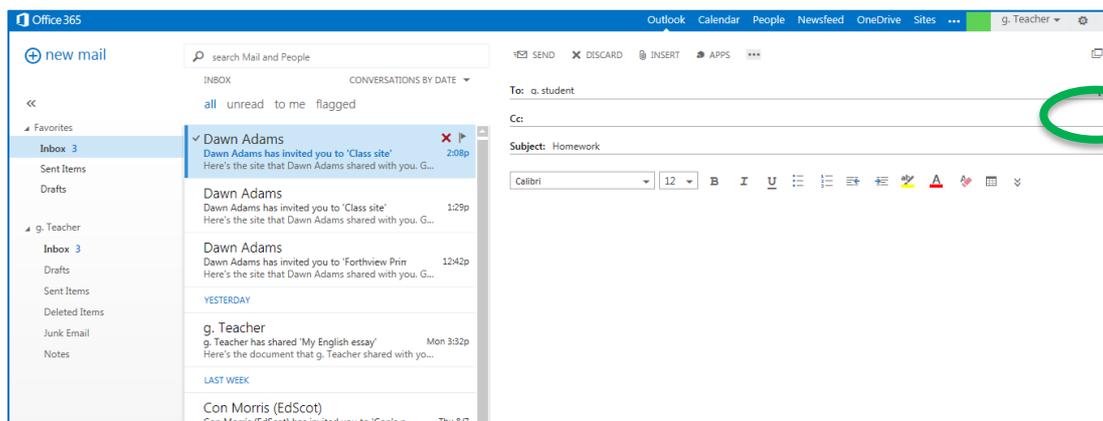
If you can't finish writing a message right away, or want to wait before you send it, you can click away from it and come back to it later to finish it. Outlook automatically saves your message as you create it and adds it to your Drafts Folder. When you're ready to send your message:

- Find the Drafts folder in the folder list and click on it.
- Click on the message you were working on to see it in the reading pane.
- Click  Continue editing or, if you've decided you don't want to send the message after all, click  Discard.
- If you still want to send the message, finish editing it and click  Send.

Open a message in a separate window

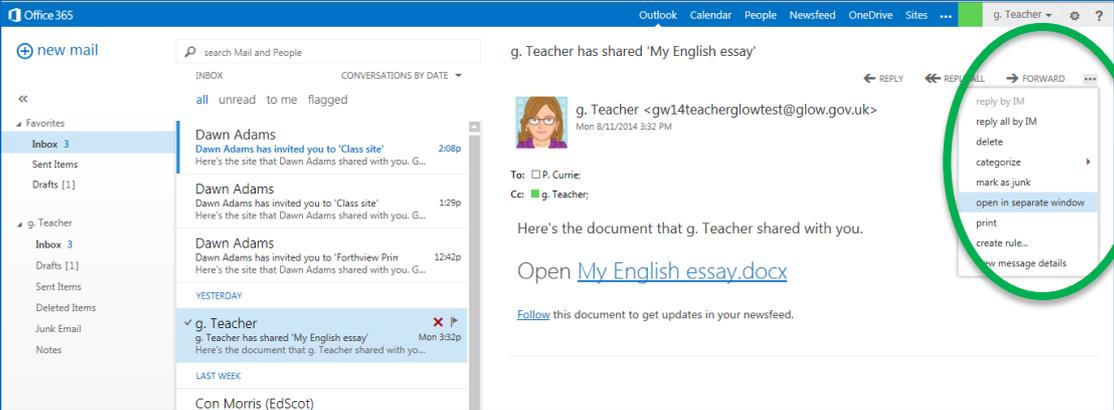
By default, you read and create messages in the reading pane, but that isn't always what you need. Sometimes you need to be able to view a message in a separate window.

When you're composing a new message or replying to or forwarding a message that you've received, you can pop it out into a new window by clicking the pop out icon



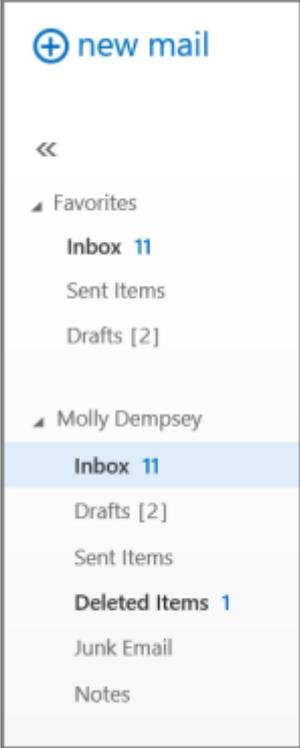
 in the upper corner of the message.

To open a message that you’re reading in a separate window, click the extended menu icon and select open in separate window.



Folder list

The folder list will show the default folders that are created for all mailboxes, plus any folder that you create.



You can close the folder list by clicking the chevron at the top of the list. Click any folder in the list to view its contents.

You can right-click any item in the folder list to see a menu of things you can do that will affect folders—such as create a new folder, delete an existing folder, or empty the Deleted Items folder.

Search and built-in filters

You'll find a search window and built-in filters at the top of the message list.

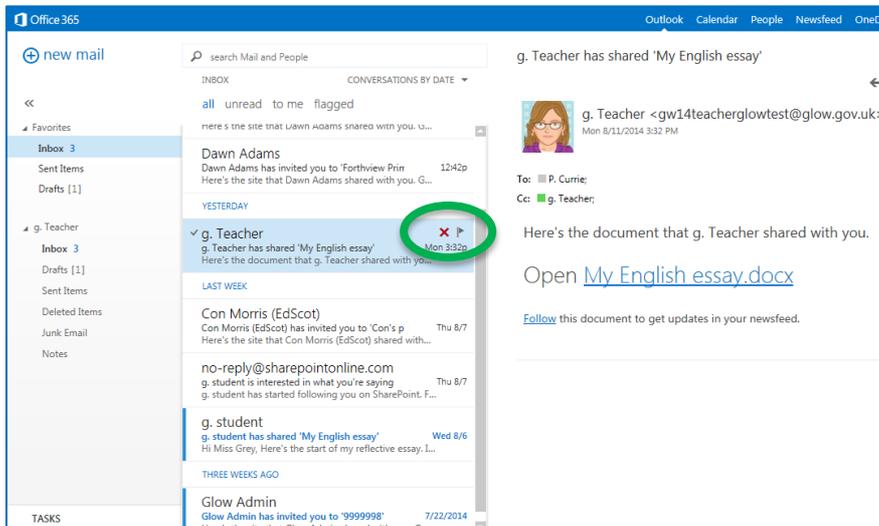


- To search, click Search and start typing what you want to look for. A list of suggestions will appear underneath, and you can click on one of those to search for that item. Or you can finish entering your own search and then press Enter to start your search. To clear your search, click the icon at the right of the Search window.
- The built-in filters, all, unread, to me and flagged, are a way to quickly choose what to display in the message list. All shows all messages, unread shows message that haven't been marked as read, to me shows all messages where your name appears in the To or Cc list, flagged shows all messages that have been flagged.

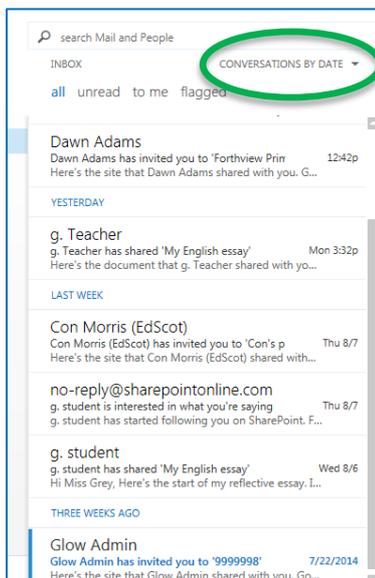
Message list

The message list shows the messages in the current folder. The messages displayed can be managed by selecting a filter or using search. The message list has tools to let you take care of some tasks quickly.

- By selecting icons at the right of the message list, you can delete a message or conversation, or add a flag. Other icons will show you which messages have attachments, importance of (high or low), and how many unread items there are in a conversation.



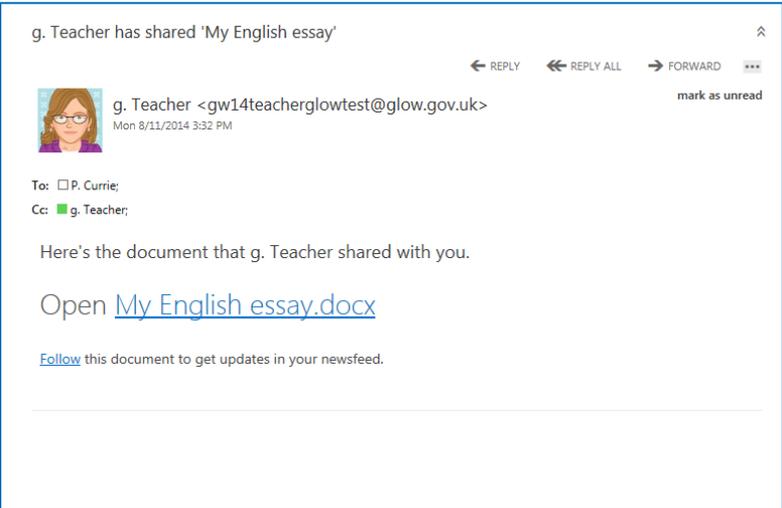
- By right-clicking a message, you can see a menu of options, such as Mark a Message Read or Unread, move it to another folder, or create a rule based on that message.
- Use the label at the top of the message list to switch between viewing Conversations by date and Items by date.



Reading pane

The reading pane is where messages are displayed. Not only can you read messages in the reading pane, you can respond to them without opening a new window.

- Select  Reply,  Reply all or  Forward at the top of a message to respond to it. A blank message will appear in the reading pane at the top of the conversation.
- Use Mark as read and Mark as unread to change the read status of a message.
- View a menu of more options by selecting the icon  for the extended menu.



Using Glow Outlook on a mobile device

If you're using Glow Outlook on a mobile device, such as a tablet or smart phone, you may see something different from the images above.

Most features work the same as they do when you're using Glow Outlook on a desktop or laptop computer, but you do some things a little bit differently.

Tap the navigation icon  in the lower corner to switch between Mail, Calendar, and People.

To search, tap the search icon . To read a message in a full screen, tap the reading icon . Tapping the more icon  will show more selections.

Instead of using a right-click to see an on-screen menu, tap and hold. To select multiple items in the message list, swipe each item that you want to add. To deselect an item, swipe it again.

You create new items by tapping the new item icon . Tap the chevron icons icons to expand or collapse the part of the screen they appear on.

To get to Options when you're using a mobile device, tap the more icon , then tap **Options**.

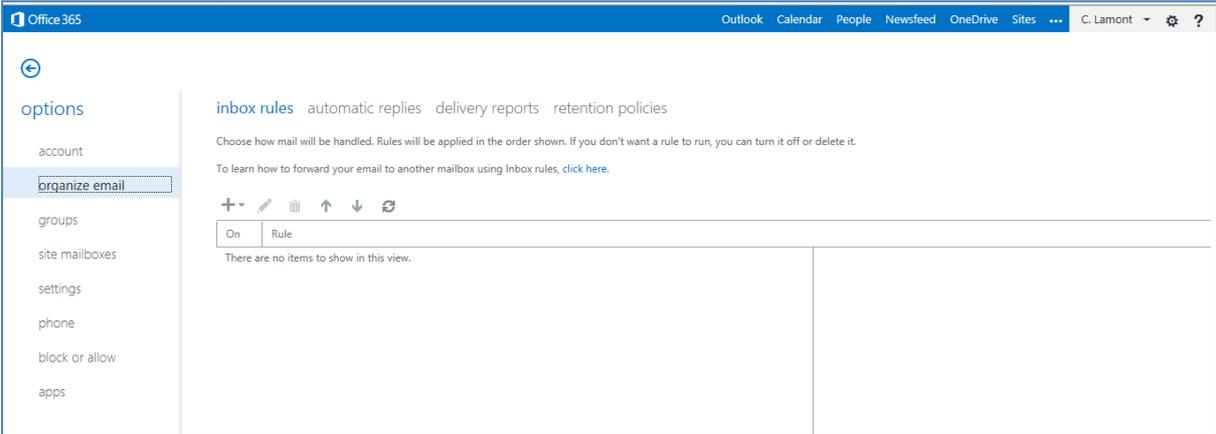
Inbox rules in Outlook Web App

Create Inbox rules in Glow Outlook to automatically perform specific actions on messages as they arrive, based on your criteria. For example, you can create a rule to automatically move all mail sent to a group you're a member of to a specific folder.

To manage rules, click the gear icon > **Options** > **Organize Email** > **Inbox Rules**.

What you'll see on the Inbox Rules tab

The Inbox Rules tab shows you an overview of all your Inbox rules. From here, you can review what a rule does, turn rules off or on, create new rules, edit existing



rules, or delete rules that you no longer need.

ITEM	DESCRIPTION
 new	Use this to create a new Inbox rule.
 edit	Highlight a rule, and then click here to view or edit the details of a rule.
 delete	Highlight a rule, and then click Delete to delete it.
 move up	Use this to move the selected rule up in the list. Rules are processed from top to bottom.
 move down	Use this to move the selected rule down in the list.
 refresh	Use this to refresh the list of rules.
On	Use the check box next to a rule to turn it on (box checked) or off (box not checked).
Rule	The name of the rule

How do I create a new rule?

To create a new blank rule using the **Inbox Rules** tab, choose **+** create a new rule for arriving messages.

The new inbox rule window has four sections:

SECTION	DESCRIPTION
Name:	Type in the name for your new rule
When the message arrives and:	Use this box to select criteria for your rule. Use the down arrow to view and select the criteria you want to use. If the criteria have additional options, enter them in the window that appears.
Do the following:	Use this box to select the action you want taken when a message arrives that meets the criteria you selected.
More Options	Use more options to: <ul style="list-style-type: none"> • Add additional conditions or actions to a rule • Add exceptions to a rule by selecting Add Exception

How do I edit a rule?

You can edit any rule by selecting it and choosing  edit to open the rule so that you can change the conditions or actions of the rule.

How do I delete a rule?

If you have a rule that you no longer want, you can select it and then click  delete to remove it. If you just want to turn the rule off for a while, remove the check mark next to the rule.

What else do I need to know?

- Rules are run from top to bottom in the order in which they appear in the Rules window. To change the order of rules, click the rule you want to move, and then click the  up or  down arrow to move the rule to the position you want in the list.
- Some types of messages won't trigger Inbox rules, including:
 - Delivery status notifications, which include non-delivery reports and system messages.
 - Read receipts and delivery receipts that are generated by an e-mail client.
 - Some automatic-reply (Out of Office) messages.
- You don't have to use the **Inbox Rules** tab to create a rule. You can also create rules directly from messages. To create a rule directly from a message:
 - Right-click the message in the message list pane, then click **Create Rule**.
 - Or while you view the message in the reading pane, select the extended menu  and then choose **Create Rule** from the menu.
- When you create a forwarding rule, you can add more than one address to forward to. The number of addresses you can forward to may be limited, depending on the settings for your account. If you add more addresses than are allowed, your forwarding rule won't work. If you create a forwarding rule with more than one address, test it to be sure it works.

Set up automatic replies

Create automatic reply (Out of Office) messages. You can set your reply to start at a specific time, or set it to continue until you turn it off.

To create automatic replies click the gear icon  > **Options** > **Organize Email** > **automatic replies**

Select **send automatic replies**

Set the start and end date and time you want the automatic replies sent then type in your automatic reply message and click **save**

Create email signatures

To create email signatures click the gear icon  > **Options > settings**

Choose the font and size text you want to use and type in the details you require for your email signature. When you have finished click **Save**

Now when you create a **New Email** you can click on **Insert** and select **Your Signature** and your information will be automatically added.

Connecting other email accounts to Glow Outlook

You can connect your Outlook Web App account to your other email accounts. This lets you use your Glow Outlook account to send and receive mail from the connected accounts.

To connect other email accounts to your Glow Outlook, click the gear icon  >

Options > Connected Accounts

To connect another email account, choose **+** and enter the email address and the password of the account you want to connect to then click **next**.

You can also forward your mail on to another account type in the email address of where you want your mail forwarded to under **Forwarding** and click **Save**. When you want this to stop click **Stop Forwarding**.

Set up distribution groups

A distribution group is a collection of two or more people in an organisation's shared address book. You can create groups, which will appear in the address book for others to use. Group owners can restrict membership. You can also join or leave an existing group.

To set up distribution groups click the gear icon  > **Options** > **Settings** > **Groups**

Under distribution groups I own choose 

Enter a display name, it should be user-friendly so people will recognize what it is. It should also be unique in your domain.

Then enter an alias. The alias will appear to the left of the @ symbol in the distribution group's email address. It should be unique in your domain.

Add owners and members by selecting  and enter other Glow users you want included in your group then click **save**

The name of your group and the email address should now appear under your distribution groups.

Now when you create a new email you can just type in the name of your group and your email will be sent to all the members.

Calendar

Your calendar lets you create and track appointments and meetings. You can create multiple calendars, link to other people's calendars, and even share your calendar with other people in your organisation.

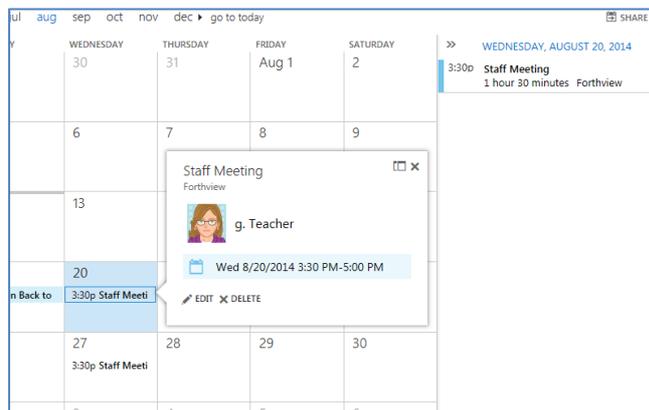
What you'll see in Calendar

You can view your calendar four different ways: **Day**, **Work week**, **Week**, and **Month**.

Quickly view event details

You can click any event in your calendar to see a quick view of that event.

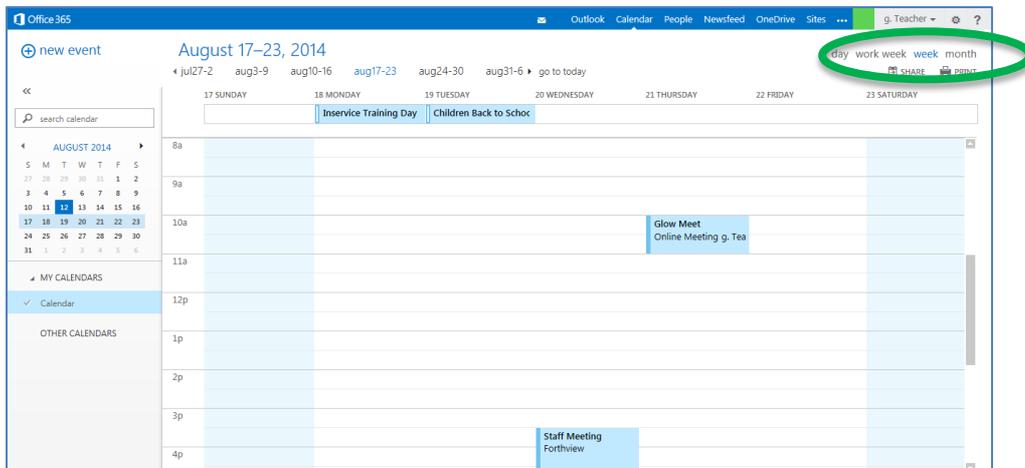
An event that you create will show you as the creator and have a link to edit or delete the event.



A meeting that you've been invited to will show the organiser and include links to respond to the invitation. If the organiser has included an online meeting invitation, you'll see a link to join the meeting.

Week view

Week view is the default view when you first visit your calendar in Outlook. You can

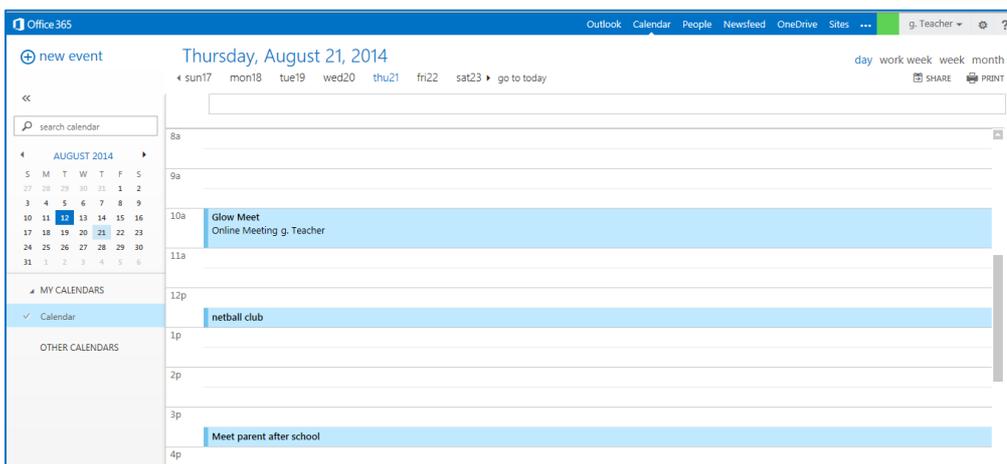


change that to **Day**, **Work week**, or **Month** by using the options in the upper corner.

Create a new event by clicking **+New event** in the top left corner or right click where you want your new calendar event to be

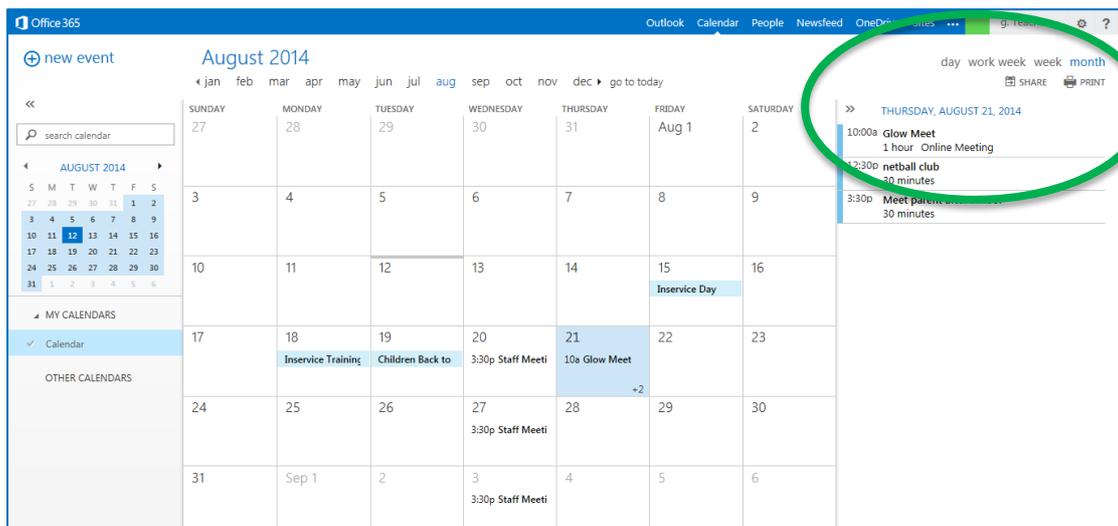
Day view

The day view is most useful if you have a very busy schedule. The controls remain the same, only the view has changed.



Month view

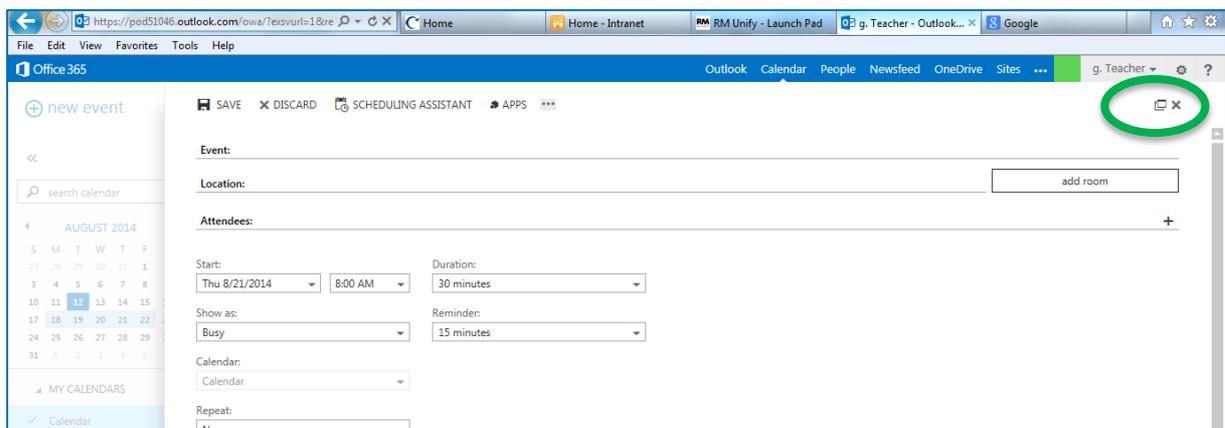
The month view can be very crowded. To make it more usable, there's an agenda displayed for the selected day on the right hand side:



- In the small calendar on the left side shading shows the current date.
- Slightly lighter shading shows the selected month.
- In the main calendar on the screen shading shows the selected day and the number tells how many non-displayed items there are on each day. Double-click an item to open it. You can create a new event on any date by double-clicking the white space on that date.
- An item in a shaded bar is an all-day event.
- The agenda for the selected day. You can create a new item on the current date by double-clicking the white space in the agenda.

Open an event in a separate window

By default, you read and create events on an overlay on the main calendar page, but that isn't always what you need. Sometimes you need to be able to view an event in a separate window. You can pop any event out into a new window by clicking the pop-out icon  in the upper corner of the message.



Creating calendar items

To open a new calendar item in any view, you can click **+New event** or double-click any white space. In the day, work week, and week view, you can click or drag to select a block of time. Or you can type the subject directly on the calendar. Double-click the new item to open it and add other details.

Create an appointment

Click **+New event** or double-click the calendar to open a new calendar item form.

- Enter a short description of the event.
- Add a location if you want.
- Select the starting date and time.

- Select the duration. Select **All day** for an all-day event. All-day events appear at the top of the calendar.
- Use **Show as** to choose how you want the time to appear on your calendar.
- Change or turn off the reminder.
- If you have more than one calendar, choose which calendar to save it to.
- Set a repeating pattern if you want this event to repeat.
- Mark it as **Private** if you don't want anyone you've shared your calendar with to see the details.
- Use the **Notes** area to add any other information you want.
- Click **Save** to save your changes or **Discard** to cancel.

Create a meeting

A meeting is a calendar event that you send to other people. You create a meeting the same way you do an appointment, but you invite attendees and may add a resource such as an agenda.

After you've selected **+New event**, you follow most of the same steps. To turn a calendar item into an invitation, start by entering the Glow user names of people you want to invite in the **Attendees** field.

- You can type names directly in the **Attendees** field to add them.
- Enter a location then select **Scheduling Assistant** to show the calendars of attendees. You can also add or remove attendees.
- To see the availability of attendees, select **Scheduling Assistant**. When you're done, click **OK** to save your changes or **Discard** to cancel. Either will take

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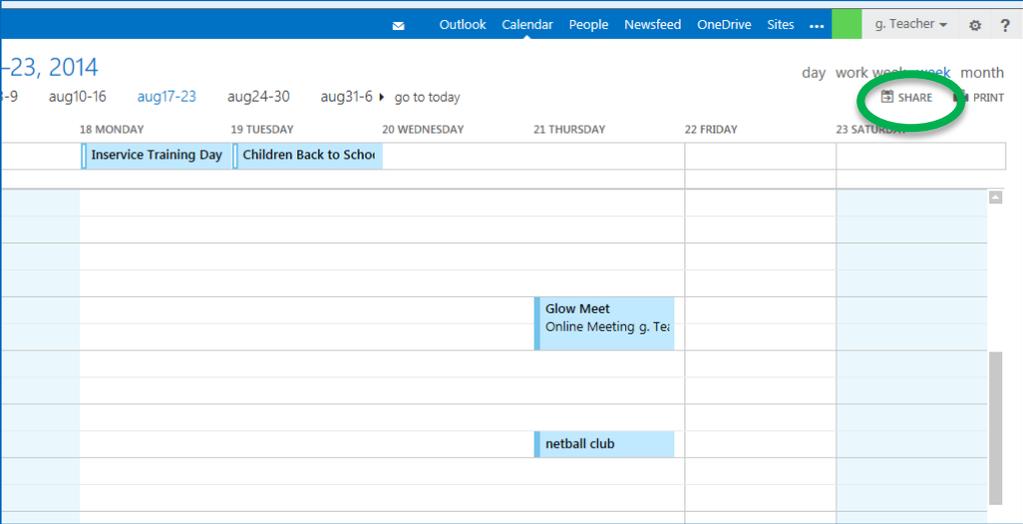
you back to the event form where you can make any other changes you want before sending.

- If online meetings are enabled for your account, you can add an online meeting link by selecting **Online meeting**.
- By default, **Request responses** is turned on, but you can turn it off if you don't want to know who has accepted or declined the invitation. If you leave request responses on, you'll receive a message as each attendee accepts or declines your invitation.
- Click  **Send** to save your changes and send the invitation to the attendees or **✕ Discard** to cancel.

Sharing your calendar

With a few clicks, you can share your calendar with other people in your organization.

Start by clicking  **Share** at the top right of the calendar window.



- Enter the name of the person you want to share your calendar with in the **Share with** box. Outlook will automatically search for them in the address book.
- After they've been found, they'll be automatically added to the list of people to share with. You can add as many people as you want.
- You can edit the subject if you like.
- After you've added everyone you want to share with click  **Send** to send the sharing invitation to the people you've added, or **✕ Discard** to cancel.

Import contacts using Glow Outlook

If you have a Glow Office 365 account, you can import contacts from another email service or program. For example, you can import contacts from Gmail, Yahoo!, or Outlook.com (formerly Hotmail). Before you can import contacts to Glow Outlook, you need to export the contacts from the other email service or program.

Before you begin

Before you can import contacts using Glow Outlook, you need to export the contacts from the other email service or program to a CSV (comma-separated value) file. A CSV file is a common file format that is used to store contact information.

The steps you take to export contacts from another email service into a CSV file depend on the service or program from which you want to import.

Import contacts using Outlook Web App

1. Sign in to Glow Outlook Web App.
2. Go to **People**, and then click **Settings**  **> Import contacts**. Or, click **Settings**  **> Options > My account > Shortcuts to other things you can do**, and then click **Import your contacts from an existing email account**.

3. On the **Import contacts** page, click **Choose File**, and then specify the location of the CSV file that contains the contacts you want to import.
4. Click **Next**.
5. Wait while your contacts are imported.
6. When the import is complete, click **Finish**.

What else do I need to know?

Importing contacts using Outlook Web App

- If the same contact is in your **Contacts** folder and in the CSV file, a duplicate contact will be created.
- If you try to import too many contacts, you'll see an error message. Use a program such as Excel to open the CSV file and break it into smaller files, and then import each file separately.
- If you don't see the **Import contacts** option in Outlook Web App, you may be able to use a desktop version of Outlook to import contacts into your account.

Using Glow Outlook on a mobile device

If you're using Glow Outlook on a mobile device, such as a tablet or smart phone, you may see something different from the images above.

Most features work the same as they do when you're using Glow Outlook on a desktop or laptop computer, but you do some things a little bit differently.

Tap the navigation icon  in the lower corner to switch between Mail, Calendar, and People.

To change the calendar view, tap day view , work week view , week view , or month view . To jump to today, tap . Tap the more icon  to see more selections. If you're using a smart phone, only the day and month views will be available.

You create new items by tapping the new item icon . Tap the chevron icons  to expand or collapse the part of the screen they appear on.

To get to Options when you're using a mobile device, tap the more icon , then tap **Options**.

Set up a mobile device to synchronize with your account

You can use a mobile phone, tablet, or other supported device to access information in your mailbox. The information that you may access includes email messages, voice mail messages, calendar items, contacts, and task data.

The steps you use to set up your mobile phone or tablet will be different depending on the operating system it uses. The most common operating systems on mobile phones and tablets include Android, BlackBerry®, iOS, Symbian, Windows Mobile, Windows Phone, and Windows RT.

Phone and tablet operating systems

There are many different phone and tablet models, but only a few mobile phone operating systems. The operating system is the software that runs on your phone or tablet and lets you do things like view a map, access a to-do list, make calls, or play music.

The most popular phone and device operating systems include the following:

- **Android** This is Google's mobile operating system, sometimes referred to as Droid.
- **Apple (iOS)** This is Apple's mobile operating system, found on the iPhone, iPod Touch, and iPad.
- **BlackBerry®** This is the Research in Motion (RIM) mobile operating system.
- **Kindle** This is Amazon's mobile operating system. It's based on the Android operating system.

- **Nokia (Symbian OS)** This is the operating system used on Nokia mobile phones that aren't running the Windows Phone operating system.
- **Windows Phone** This is the latest Microsoft mobile operating system (for example, Windows Phone 7 and Windows Phone 8).

Exchange ActiveSync and POP3/IMAP4

If you want to access email, calendar items, contacts, and task data on your mobile device, your device must be compatible with Exchange ActiveSync (also referred to as Exchange email). If your device doesn't support Exchange ActiveSync, you can set up a POP3 or IMAP4 account that will enable you to set up your device to send and receive email.

Setup instructions

Here's a list of general instructions for each major phone or tablet operating system. If you don't know which operating system your phone or tablet uses, contact the manufacturer.

Android Devices

You can connect to your Office 365 or other Exchange-based email on an Android phone or tablet. When you set up an Exchange account on your Android, you'll be able to access and synchronize your email, calendar, and contacts. If you only want to use email, you can set up POP or IMAP email on an Android.

Set up Microsoft Exchange email on an Android

1. From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.
2. Type your full email address, for example tony@glow.ac.uk, 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 email 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 email address in the **Username** box.
 - **Password** Use the password that you use to access your account.
 - **Exchange Server** Use the address of your Exchange server. If you're connecting to your Office 365 email, use **outlook.office365.com** for your server name.

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:
 - **Email checking frequency** The default value is Automatic (push). When you select this option, email 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 email arrives** If you select this option, your mobile phone will notify you when you receive a new email 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 email setup and start using your account.

Find your Exchange ActiveSync server name

If your email program is not able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Glow Office 365 email, use **outlook.office365.com** as your Exchange ActiveSync server name. The Exchange ActiveSync server name **outlook.office365.com** can be used if you are using the latest version of Office 365.

Set up POP or IMAP email on an Android

1. From the home screen, tap **Applications > Settings > Accounts & sync > Add account > Manual setup**.
2. On the **Incoming settings** screen, in the **Protocol** drop-down menu, select **IMAP** or **POP3**. We suggest you select IMAP because it supports more features.
3. In the **Email address** and **Username** text boxes, type your full e-mail address, for example tony@glow.ac.uk and your password, and then select **Next**. Your user name is the same as your e-mail address.
4. In the Password text box, enter your password.
5. In the **IMAP server** or **POP3 server** text box, enter your IMAP or POP server name. If you're connecting to your Office 365 email, the IMAP or POP server name is **outlook.office365.com**.
6. In the **Security** type drop-down menu and **Server port** text boxes, specify the POP or IMAP settings that you looked up in step 5, and then tap **Next**. Your e-mail application will check your IMAP or POP settings.
7. On the **Outgoing server settings** screen, the **Login required** option should be selected for you, and the **Username** and **Password** text boxes should be filled in.
8. In the SMTP server text box, enter the SMTP server name. If you're connecting to your Office 365 email, the SMTP server name is **smtp.office365.com**. In the **Security type** drop down menu and **Server port** text box, specify the SMTP settings that you located in step 5, and click **Next**.

9. In the **Account name**, text box, enter a name your account (for example “Office 365 email” or “Work email). In the **Your name** text box, enter the name you want displayed when you send e-mail to others (for example “Tony Smith”), and then select **Finish Setup**.

Find your POP and IMAP server settings

If you’re connecting to your Office 365 email, the server name for IMAP and POP is **outlook.office365.com** and the server name for SMTP is **smtp.office365.com**.

1. Sign in to your account using Glow Outlook.
 2. In Glow Outlook, on the toolbar, click **Settings**  **> Options > Account > My account > Settings for POP and IMAP access**.
1. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP Access** page under **POP setting** or **IMAP setting**, and **SMTP setting**.

What else do I need to know?

- If you see **Not available** under **POP setting**, **IMAP setting**, and **SMTP setting**, you may need to contact the person that manages your email account to determine your Exchange ActiveSync server name.
- If your email account is the type that requires registration, you must register it the first time you sign in to Glow Outlook. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Glow Outlook. After you sign in to your account, sign out. Then try to connect using your mobile phone.

Apple iOS

Set up Exchange email on an Apple iPhone, iPad, or iPod Touch

1. If this is the first email account on your iPhone, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**.

2. Tap **Settings** > **Mail, Contacts, Calendars** > **Add Account**.
3. Tap **Microsoft Exchange**.
4. You don't need to type anything in the **Domain** box. Type the information requested in the **Email**, **Username**, and **Password** boxes. You need to type your full email address in the **Email** and **Username** boxes (for example, tony@glow.ac.uk).
5. Tap **Next** on the upper-right corner of the screen. Your mail program will try to find the settings it needs to set up your account. Go to step 8 if your mail program finds your settings.
6. If your iPhone can't find your settings, you'll need to manually look up your Exchange ActiveSync server name. If you're connecting to your Glow Office 365 email, use **outlook.office365.com** for your server name.
7. In the **Server** box, enter your server name, and then tap **Next**.
8. Choose the type of information you want to synchronize between your account and your device, and then touch **Save**. By default, Mail, Contacts, and Calendar information are synchronized.
9. If you're prompted to create a passcode, tap **Continue** and type a numeric passcode. If you don't set up a passcode, you can't view your email account on your iPhone. You can set up a passcode later your iPhone settings.

Find your Exchange ActiveSync server name

If your email program is not able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Glow Office 365 email, use **outlook.office365.com** as your Exchange ActiveSync server name. The Exchange ActiveSync server name **outlook.office365.com** can be used if you are using the latest version of Office 365.

1. In Glow Outlook, on the toolbar, click **Settings**  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.

3. Under **POP setting**, look at the value for **Server name**.
 - If the **Server name** shows **outlook.office365.com**, your Office 365 account is on the latest version of Office 365, and you can use **outlook.office365.com** as your Exchange ActiveSync server name.
 - If the **Server name** value is in the format **podxxxxx.outlook.com**, your Office 365 or other Exchange Online account is not yet on the latest version of Office 365, and you can use **m.outlook.com** as your Exchange ActiveSync server name.
 - If the **Server name** value includes your organisation's name, for example, **pop.contoso.com**, then your Exchange ActiveSync server name is contained in address bar in your browser when you are signed in to Outlook Web app -- but without the leading **https://** and without the trailing **/owa**. For example, if the address you use to access Outlook Web App is **https://mail.contoso.com/owa**, your Exchange ActiveSync server name is **mail.contoso.com**.

Set up POP or IMAP email on an Apple iPhone, iPad, or iPod Touch

1. If this is the first email account on your iPhone, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**.
2. Tap **Other**.
3. Tap in the **Name** box and type your full name.
4. Tap in the **Address** box and type your full email address (for example, **tony@glow.ac.uk**).
5. Tap in the **Password** box and type your password.
6. Tap **Save**.
7. Tap either **IMAP** or **POP**. We recommend IMAP because it supports more features.

8. Under **Incoming Mail Server**, in the **Host Name**, box, type your incoming server name. If you're connecting to your Glow Office 365 email, the IMAP or POP server name is **outlook.office365.com**.
9. Enter your user name (for example, tony@glow.ac.uk) and your password.
10. Under **Outgoing Mail Server Host Name**, enter your outgoing server name. If you're connecting to your Office 365 email, the SMTP server name is **smtp.office365.com**.
11. Enter your user name and password.
12. Tap **Save**.

Find your POP and IMAP server settings

If you're connecting to your Glow Office 365 email, you don't need to look up your settings. For Glow Office 365, the server name for IMAP and POP is **outlook.office365.com** and the server name for SMTP is **smtp.office365.com**.

1. Sign in to your Glow Outlook account.
2. In Outlook Web App, on the toolbar, click **Settings** ⚙️ > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP access** page.

What else do I need to know?

- If your email account is the type that requires registration, you must register it the first time you sign in to Glow Outlook. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Glow Outlook. After you sign in to your account, sign out. Then try to connect using your mobile phone.
- If you're prompted to create a passcode and don't create one, you won't be able to send and receive email.

- If you see **Not available** under **POP setting**, **IMAP setting**, and **SMTP setting**, you may need to contact the person that manages your email account to determine your Exchange ActiveSync server name.

If you have a Glow Office 365 email account, you can also access your email, calendar, and contacts using the OWA for iPhone and OWA for iPad mobile apps. You can install those apps from the Apple App Store.

BlackBerry®

You can connect to your Glow Office 365 or other Microsoft Exchange-based email on a BlackBerry® device.

It's important to know your setup options before you add your account to your BlackBerry.

- If you're using a BlackBerry 10 device, set up your email using Microsoft Exchange ActiveSync. Exchange ActiveSync lets you synchronize your email, calendar, and contacts, tasks, and memos.
- If you're using a BlackBerry 7 or earlier device and aren't using BlackBerry Enterprise Cloud Services, you can set up a POP3 or IMAP4 connection to your account, and you can only synchronize email on your device.
- If you're using a BlackBerry 7 or earlier device, and it's set up for BlackBerry Enterprise Cloud Services, you'll be able to access and synchronize your email, calendar, and contacts, tasks, and memos.

Set up Exchange ActiveSync email on a BlackBerry 10 device

If you're using BlackBerry 10, set up your account using Exchange ActiveSync. Exchange ActiveSync lets you synchronize email, calendar, contacts, tasks, and memos with your account. In most cases, your device will set up your account in just a few simple steps.

1. On the BlackBerry 10 home screen, select **Settings**.

2. On the **System Settings** page, select **Accounts**. If you haven't yet created any accounts, select **Add Account**.
3. On the **Add Account** page, select **Email, Calendar, and Contacts**.
4. Type your email address and select **Next**.
5. Type your password and select **Next**. The Looking up connection information message displays. Your device tries 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 can't 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.

1. On the BlackBerry 10 home screen, select **Settings**.
2. On the **System Settings** page, select **Accounts**. If you haven't yet created any accounts, select **Add Account**.
3. To get to advanced setup, on the **Add Account** page, select **Email, Calendar, and Contacts**. Then, select the menu icon beneath the **Email Address** box to access advanced setup options.
4. On the **Advanced Setup** page, select **Microsoft Exchange ActiveSync**.
5. 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**, give your account a name.
 - If you are using Glow Office 365, leave the **Domain** field blank.

- In **Email Address**, type your full email address.
 - In **Username**, type your full email address.
 - In **Password**, type your password.
 - In **Server address**, if you are using Office 365, type outlook.office365.com. If you are not using Office 365, type the server address provided by your admin.
6. Select **Next**. The **Checking for supported services and policy information** message displays.
 7. On the next page, specify the information you want to sync, and then select **Done**. The **Saving and verifying your settings** message displays.

If your account was set up, you will see your account listed on the **Accounts** list. Go to the BlackBerry Hub to access your email account.

If you see the message that your account cannot be authenticated with your service provider, click **OK**, click **Previous**, and then verify that your settings are correct.

Set up POP or IMAP email on a BlackBerry 7 or earlier device

1. From the BlackBerry® home screen, select **BlackBerry Setup > Set up Internet E-mail > Add An Email Account**.
2. Type your email address and password, and then select **Next**.
3. Your BlackBerry will try to set up your email account automatically. If setup completes successfully, skip to the next step. If your email account can't be configured automatically, do the following:
 - a. Select **I will provide the settings to add this email account**.
 - b. Scroll down, and then select **Next**.
 - c. Select **Internet Service Provider Email (POP/IMAP)**, and then select **Next**.
 - d. Type your full email address for your user name (for example, tony@glow.ac.uk).

- e. Scroll down and type the name of your email server. If you're connecting to your Glow Office 365 email, the IMAP or POP server name is **outlook.office365.com**.
 - f. Select **Next**.
 - g. Enter the name of the outgoing server. If you're connecting to your Office 365 email, the SMTP server name is **smtp.office365.com**.
4. Select **OK** to complete the setup.

Find your POP and IMAP server settings

If you're connecting to your Office 365 email, the server name for IMAP and POP is **outlook.office365.com** and the server name for SMTP is **smtp.office365.com**. These are your settings if you are using the latest version of Office 365.

If you're not connecting to Office 365 email, or if you aren't sure if you are using the latest version of Office 365, do the following to look up your settings.

1. Sign in to your account using Glow Outlook.
2. In Glow Outlook, on the toolbar, select Settings  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP Access** page under **POP setting** or **IMAP setting**, and **SMTP setting**.

Set up a BlackBerry® Cloud Services account on a BlackBerry®

If you are a Glow Office 365 user and your company is using BlackBerry® Business Cloud Services, you can use the service for integrated email, calendaring, and contact services with Microsoft Exchange Online.

What else do I need to know?

- If you see **Not available** under POP setting, IMAP setting, and SMTP setting, you may need to contact the person that manages your email account to determine your Exchange ActiveSync server name.
- If your email account is the type that requires registration, you must register it the first time you sign in to Glow Outlook. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Outlook Web App. After you sign in to your account, sign out. Then try to connect using your mobile phone.
- If you connect to your account using a POP or IMAP connection, you will only be able to use and synchronize your email using a wireless connection.

Kindle

Want to read more than just books on your Kindle Fire? You can set up your Glow Office 365 on Amazon Kindle Fire 1st generation, 2nd generation, and later devices.

Kindle Fire 2nd generation and later devices (for example, Kindle Fire HD and Kindle Fire HDX devices), let you set up an Exchange ActiveSync or POP/IMAP connection to your account. We recommend that you set up an Exchange ActiveSync connection because Exchange ActiveSync lets you synchronize your email, contacts, and calendar information.

Kindle Fire 1st generation devices only let you set up a POP or IMAP connection to your account. POP and IMAP only lets you use basic email features such as the ability to send and receive email.

Set up Exchange email on Kindle Fire 2nd generation and later devices

This procedure shows you how to access your email, contacts, and calendar on Kindle Fire 2nd generation and later devices (for example, Kindle Fire HD and Kindle Fire HDX).

1. Turn on your Kindle Fire. Make sure you have an active Wi-Fi connection.
2. From the home screen, tap **Apps > Email**.
3. If you haven't created an email account on your Kindle before, on the **Add Account** page, tap **Exchange e-mail, contacts, calendar**. If you already have one or more email accounts on your Kindle Fire, tap the **menu icon > Settings > Add Account > Exchange e-mail, contacts, calendar**.
4. On the **Add Exchange Account** page, in **Name**, type your name. In **E-mail address**, type your full email address. In **Password**, type your password. Tap **Next**.
5. On the **Exchange Server Settings** screen, you'll notice that the settings are already filled in for you. You'll have to change some of those settings.
 - a. In **Exchange server**, type the name of your Exchange server. If you're connecting to your Glow Office 365 email, the Exchange server name is **outlook.office365.com**.
 - b. The **Domain** box will be populated with the text **Optional**. Leave the Domain text box empty.
 - c. In **Username**, type your full email address.
 - d. In **Password**, make sure your password is correct.
 - e. Under **Security settings**, make sure **Use secure connection (SSL)** is selected. Do not select **Accept all SSL certificates**.
 - f. Click **Next**.
6. You may see the **Remote security administration** warning. Read the following security warning, and then tap OK.

The server <Exchange Server Name> requires that you allow it to remotely control some security features on your device. Do you want to finish setting up this account?

7. Under **Synchronization options** page, use the **Contacts** and **Calendar** checkboxes to specify whether or not you want to synchronize your contacts and calendar items to your device. Tap **Save**.

NOTE By default, email, contacts and calendar are all synchronized between your device and your account. Email synchronization is required and can't be turned off.

8. On the **Setup complete!** page, tap **View Inbox** to access your email. To review and change your email settings, tap Go to account settings.

Find your Exchange server name

If your email program is not able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Glow Office 365 email, use **outlook.office365.com** as your Exchange ActiveSync server name. The Exchange ActiveSync server name **outlook.office365.com** can be used if you're using the latest version of Office 365.

1. Sign in to your account using Glow Outlook.
2. In Glow Outlook, on the toolbar, click **Settings**  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.

NOTE Although you're not setting up a POP3 account, you will use this value to determine your Exchange ActiveSync server name.

3. Under **POP setting**, look at the value for **Server name**.
 - If the **Server name** shows **outlook.office365.com**, your Office 365 account is on the latest version of Office 365, and you can use **outlook.office365.com** as your Exchange ActiveSync server name.

- If the **Server name** value is in the format podxxxxx.**outlook.com**, your Office 365 or other Exchange Online account is not yet on the latest version of Office 365, and you can use **m.outlook.com** as your Exchange ActiveSync server name.
- If the **Server name** value includes your organization's name, for example, pop.contoso.com, then your Exchange ActiveSync server name is contained in address bar in your browser when you are signed in to Outlook Web app, but without the leading **https://** and without the trailing **/owa**. For example, if the address you use to access Outlook Web App is https://mail.contoso.com/owa, your Exchange ActiveSync server name is **mail.contoso.com**.

Set up POP or IMAP email on Kindle Fire 2nd generation and later devices

You can set up POP or IMAP email on Kindle Fire 2nd generation or later devices (for example, Kindle Fire HD and Kindle Fire HDX). However, we recommend that you set up an Exchange connection rather than a POP or IMAP connection because an Exchange connection allows you to also synchronize your contacts and calendar in addition to email.

1. Turn on your Kindle Fire 2nd generation or later device. Make sure you have an active Wi-Fi connection.
2. From the home screen, tap **Apps > Email**.
3. If you haven't created an email account on your Kindle before, on the **Add Account** page, tap **Other provider**. If you already have one or more email accounts on your Kindle Fire, tap the **menu icon > Settings > Add Account > Other provider**.
4. On the **Add Account** page, in **Name**, type your name. In **E-mail address**, type your full email address. In **Password**, type your password. Tap **Next**.
5. Tap **POP 3** or **IMAP**. We recommend IMAP because IMAP supports more features.
6. Under **Incoming server settings**, you'll notice that the settings are already filled in for you. You'll have to change some of those settings.

- a. In **Username**, make sure it matches for your full email address. In **Password**, make sure your password is correct.
 - b. In **IMAP Server** or **POP Server**, type the IMAP or POP server name. If you're connecting to your Glow Office 365 email, the IMAP or POP server name is **outlook.office365.com**.
 - c. In **Security type**, select **SSL/TLS**.
 - d. In **Port**, make sure it is set to **993** if you're using IMAP. Make sure it's set to **995** if you're using POP. Tap **Next**.
7. Under **Outgoing server settings**, you'll notice that the settings are already filled in for you. You'll have to change some of those settings.
- a. In **SMTP server**, type the SMTP server name. If you're connecting to your Office 365 email, the SMTP server name is **smtp.office365.com**.
 - b. In **Security type**, select **StartTLS**.
 - c. In **Port**, make sure **587** is selected. Port 465 may be selected by default.
 - d. Under **Port**, make sure **Require sign in** is selected.
 - e. In **Username**, type your full email address. In **Password**, type your password.
8. On the **Finish** page, type a display name and account name, and then tap **View your inbox** to access your email.

Set up POP or IMAP email on Kindle Fire 1st generation devices

1. Turn on your Kindle Fire. Make sure you have an active Wi-Fi connection.
2. From the home screen, tap **Apps > Email**.
3. Do one of the following:
4. If you haven't created an email account on your Kindle Fire before, tap **Start**. Then, on the **Select E-Mail Provider** screen, tap **Other**. However, if you already have one or more email accounts on your Kindle Fire, you may need to tap the **menu icon > Add Account > Other**. You may also need to tap the menu icon < **Account > menu icon > Add Account > Other**.

5. On the Sign-In page, in **Username**, type your full email address. In **Password**, type your password. Select **Show Password** to make sure you typed your password correctly. Tap **Next**.
6. Tap **POP 3** or **IMAP**. We recommend IMAP because IMAP supports more features.
7. Under **Incoming server settings**, you'll notice that the settings are already filled in for you. You'll have to change some of those settings.
 - a. In **Username**, make sure it matches for your full email address. In **Password**, make sure your password is correct.
 - b. In **IMAP Server** or **POP Server**, type the IMAP or POP server name. If you're connecting to your Glow Office 365 email, the IMAP or POP server name is **outlook.office365.com**.
 - c. In **Security type**, select **SSL (always)**. In **Authentication type**, make sure **PLAIN** is selected.
 - d. In **Port**, make sure it is set to **993** if you're using IMAP. Make sure it's set to **995** if you're using POP.
 - e. If you're using IMAP, in **IMAP path prefix value**, leave the setting to the default value of (**Automatic using NAMESPACE if available**). Tap **Next**.
8. Under **Outgoing server settings**, you'll notice that the settings are already filled in for you. You'll have to change some of those settings.
 - a. In **SMTP server**, type the SMTP server name. If you're connecting to your Office 365 email, the SMTP server name is **smtp.office365.com**.
 - b. In **Security type**, select **TLS (always)**.
 - c. In **Port**, make sure **587** is selected. Under **Port**, make sure **Require sign in** is selected, and then tap **Next**.
 - d. In **Authentication type**, make sure **Automatic** is selected.

9. On the **Inbox settings** page, in the **Folder poll frequency** list, select how often you want to synchronize email between the server and your device. Tap **Next**.
10. On the **Finish** page, type a display name and account name, and then tap **View your inbox** to access your email.

Find your POP and IMAP server settings

If you're connecting to your Glow Office 365 email, you don't need to look up your settings. For Office 365, the server name for IMAP and POP is **outlook.office365.com** and the server name for SMTP is **smtp.office365.com**. These settings can be used if you are using the latest version of Office 365.

If you're not connecting to Glow Office 365 email, or if you aren't sure if you are using the latest version of Office 365, do the following to look up your settings.

1. Sign in to your account using Glow Outlook.
2. In Glow Outlook, on the toolbar, click Settings  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP Access** page under **POP setting** or **IMAP setting**, and **SMTP setting**.

What else do I need to know?

Account setup

- If you see **Not available** under **POP setting**, **IMAP setting**, and **SMTP setting**, you may have to contact the person who manages your email account to determine your Exchange ActiveSync server name.
- You must sign in to your email using Glow Outlook before you can set up a connection to your account using a program on a phone, tablet, or desktop computer.

POP and IMAP

- Connecting to your account with POP or IMAP lets you send and receive email from your account. However, POP and IMAP connections don't support the calendar and contact synchronization features that are available when you use Exchange ActiveSync. Therefore, if you are using a Kindle Fire 2nd generation or later device (Kindle Fire HD or Kindle Fire HDX), we recommend that you choose Exchange e-mail, contacts, calendar rather than **POP** or **IMAP** when you set up your account.
- If you are using a 1st generation Kindle, you can't set up an Exchange e-mail, contacts, calendar connection to your account. However, you may be able to manually import contacts to your Kindle Fire.

Nokia (Symbian OS)

Set up email on a Nokia (Symbian OS) phone

You can connect to your Glow Office 365 or other Exchange-based email account on your Nokia (Symbian OS) device. If you're using a supported Nokia device that's running the Symbian operating system, you can use the Nokia email application, Mail for Exchange, to set up your email using Exchange ActiveSync. When you use Exchange ActiveSync, you can access your account information, including email messages, calendar entries, contacts, and task information. If you only want to use email, you can set up POP or IMAP email on a Nokia.

Most Nokia mobile phones support Exchange ActiveSync.

Set up Exchange ActiveSync email on a Nokia mobile phone

1. On the **Applications** menu, select **Applications > Mail**.
2. Select **Create a new mailbox** to start the setup wizard.
3. Accept the Nokia terms of service and select **Start**.
4. Select **Mail for Exchange** from the list of available account types, and then enter the following information:

1. In the **Password** box, enter your account password.
2. In the **Username** box, enter your user name, for example, tony@glow.ac.uk.
3. In the **Domain** box, enter your domain. Your domain is the part of your email address that follows the at sign (@) and precedes the period, for example, contoso.
4. Select **Next** to continue. The setup wizard will try to automatically set up your email account.
5. If the wizard is able to set up your account, go to the next step. If this process can't be completed automatically, you'll need to enter your Exchange server name manually. In the **Mail for Exchange server name** box, enter your server name, and select **Next**. If you're connecting to your Glow Office 365 email, use **outlook.office365.com** for your server name.
6. Select **OK** when Mail for Exchange informs you that it isn't recommended to use multiple methods to synchronize your contacts with your phone.
7. Choose whether you want to synchronize your Calendar, Contacts, and Tasks by selecting the appropriate options and then selecting **Next**.

Find your Exchange ActiveSync server name

If your email program is not able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Glow Office 365 email, use **outlook.office365.com** as your Exchange ActiveSync server name. The Exchange ActiveSync server name **outlook.office365.com** can be used if you are using the latest version of Office 365.

1. Sign in to your account using Glow Outlook.
2. In Glow Outlook, on the toolbar, click Settings  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.

NOTE Although you're not setting up a POP3 or IMAP account, you'll use the POP server name to determine your Exchange ActiveSync server name.

3. On the Settings for POP and IMAP Access page, under **POP setting**, look at the value for **Server name**.
 - If the **Server name** shows **outlook.office365.com**, your Glow Office 365 account is on the latest version of Office 365, and you can use **outlook.office365.com** as your Exchange ActiveSync server name.
 - If the **Server name** value includes your organisation's name, for example, **pop.contoso.com**, then your Exchange ActiveSync server name is contained in address bar in your browser when you are signed in to Outlook Web app -- but without the leading **https://** and without the trailing **/owa**. For example, if the address you use to access Outlook Web App is **https://mail.contoso.com/owa**, your Exchange ActiveSync server name is **mail.contoso.com**.

What else do I need to know?

- The Exchange ActiveSync server name **outlook.office365.com** applies to accounts that are on the latest version of Glow Office 365 (sometimes referred to as Office 365 after the service upgrade).
- If you don't accept the policies sent to your mobile phone, you won't be able to access your information on your mobile phone.
- If your email account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Glow Outlook. After you sign in to your account, sign out. Then try to connect using your mobile phone.
- If you see **Not available** under **POP setting**, **IMAP setting**, and **SMTP setting**, you may need to contact the person that manages your email account to determine your Exchange ActiveSync server name.

Windows Phone

Set up email on Windows Phone

You can connect to your Glow Office 365 or other Exchange-based email using the email app that is installed on your Windows Phone mobile phone. When you set up an Exchange account on your device, you'll be able to access and synchronize your email, calendar, and contacts. If you only want to use email, you can set up POP or IMAP email on a Windows Phone.

These instructions are for devices running Windows Phone 7, Windows Phone 7.5, and Windows Phone 8.1

Set up Exchange ActiveSync on Windows Phone

1. On **Start**, swipe left to the **App** list, select **Settings**, and then select **email + accounts**.
2. Select **add an account** > **Outlook**.
3. Enter your email address and password, and then select **Sign in**. Windows Phone will try to set up your email account automatically. If setup completes successfully, skip to step 8.
4. If you see the message "Check your information and try again. You may have mistyped your password.", verify that you entered the correct email address and password. At this stage, you don't need to specify any values for **User name** and **Domain**. Select **Sign in**. If setup completes successfully, skip to step 8.
5. If your email account can't be set up automatically, you'll see the message, "We couldn't find your settings". Select **Advanced**. You'll need to enter the following information:
 - **E-mail address** This is your full email address, for example tony@contoso.com.
 - **Password** This is the password for your email account.
 - **User name** This is your full email address, for example tony@contoso.com.
 - **Domain** This is the part of your email address after the @ sign, for example contoso.com.

6. **Server** This is the name of your Exchange server.
If you're connecting to your Office 365 email, use **outlook.office365.com** for your server name.
7. Select the **Server requires encrypted (SSL)** connection box.
8. Select **Sign in**.
9. Select **OK** if Exchange ActiveSync asks you to enforce policies or set a password.

Find your Exchange ActiveSync server name

If your email program is not able to automatically find your Exchange ActiveSync server name, you may need to look it up.

If you're connecting to your Glow Office 365 email, use **outlook.office365.com** as your Exchange ActiveSync server name. The Exchange ActiveSync server name **outlook.office365.com** can be used if you are using the latest version of Office 365.

1. Sign in to your account using Glow Outlook.
2. In Glow Outlook, on the toolbar, click **Settings**  > **Options** > **Account** > **My account** > **Settings for POP and IMAP access**.
3. Under **POP setting**, look at the value for **Server name**.
 - If the **Server name** shows **outlook.office365.com**, your Glow Office 365 account is on the latest version of Office 365, and you can use **outlook.office365.com** as your Exchange ActiveSync server name.
 - If the **Server name** value includes your organisation's name, for example, pop.contoso.com, then your Exchange ActiveSync server name is contained in address bar in your browser when you are signed in to Outlook Web app - -but without the leading **https://** and without the trailing **/owa**. For example, if the address you use to access Outlook Web App is https://mail.contoso.com/owa, your Exchange ActiveSync server name is **mail.contoso.com**.

Set up POP or IMAP on Windows Phone

1. On **Start**, swipe left to the **App** list, select **Settings** and then select **email + accounts**.
2. Select **Add an account > Other account**.
3. Enter your email address and password and select **Sign in**. Windows Phone will try to set up your email account automatically. If setup completes successfully, skip to step 6.
4. If you see the message “We couldn’t find the settings for the account information you entered”, make sure the email address and password are correct, and then select **Try again**. If setup completes successfully, skip to step 6.
5. If your email account can't be set up automatically, select **Advanced**, and then select **Internet mail**. You'll have to enter the following information:
 1. **Account name** This is a descriptive name for your account.
 2. **Your name** Type your name as you want it to appear when you send email messages from your phone.
 3. **Incoming e-mail server** This is the incoming email server for your account. If you're connecting to your Glow Office 365 email, the IMAP or POP server name is **outlook.office365.com**.
 4. **Account type** This will be either POP or IMAP.
 5. **User name** This is your full email address, for example, tony@glow.ac.uk
 6. **Password** This is the password for your email account.
 7. **Outgoing (SMTP) e-mail server** This is the outgoing email server name. If you're connecting to your Glow Office 365 email, the SMTP server name is **smtp.office365.com**.
8. Select **Advanced** and select the boxes **Require SSL for incoming mail** and **Require SSL for outgoing mail**.
6. Select **Sign in**.

Find your POP or IMAP server settings

If you're connecting to your Glow Office 365 email, the server name for IMAP and POP is **outlook.office365.com** and the server name for SMTP is **smtp.office365.com**.

If you're not connecting to Office 365 email, or if you aren't sure if you are using the latest version of Office 365, do the following to look up your settings.

1. Sign in to your account using Outlook Web App.
2. In Outlook Web App, on the toolbar, select **Settings**  **> Options > Account > My account > Settings for POP and IMAP access**.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Settings for POP and IMAP Access** page under **POP setting** or **IMAP setting**, and **SMTP setting**.

What else do I need to know?

- If your email account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your email account through a mobile phone will fail if you haven't registered your account through Glow Outlook. After you sign in to your account, sign out. Then try to connect using your mobile phone.
- If you're prompted to create a passcode and don't create one, you won't be able to send and receive email.
- If you don't accept the policies sent to your mobile phone, you won't be able to access your information on your mobile phone.

What else do I need to know about connecting to other devices?

- You don't use Glow Outlook Web App to manually specify the devices you want to synchronize with your account. Devices that you connect to your account are displayed as connected devices within Glow Outlook after you have created a connection to your mailbox.
- To view the devices that you have connected to your account, in Glow Outlook, click **Settings** ⚙️ > **Options** > **Phone** > **Mobile devices**.
- If you connect to your mobile device using Exchange ActiveSync and lose your mobile device, you can remotely remove all of your mailbox data from it from within Glow Outlook. Be aware that you'll also lose any information on your device's storage card. When you perform a remote device wipe from your mailbox, you can view a confirmation email as soon as the remote device wipe is complete.