Accessing Your E-mail

After your e-mail account has been converted for use with Microsoft® Outlook®, you have the ability to access your account in a variety of ways. This topic contains information on accessing your e-mail through Microsoft Outlook from a desktop or laptop computer, Outlook Web Application (OWA), and on mobile devices.

Accessing Microsoft Outlook on Your Desktop or Laptop Computer

Accessing your University of Southern California (USC) e-mail account through the Microsoft Outlook desktop program is simple. For a majority of users, an icon for Microsoft Outlook will appear on your desktop. An example of how the icon will appear is displayed below.

![Windows Icon](image)

Launch the application by clicking on the icon. Microsoft Outlook will go through an initial download and configuration process. When the process is complete, the application is ready to use.

You will be prompted to enter your USC e-mail address and password when the initial download and configuration process is complete.

**NOTE:** You must use your full USC e-mail address to login.  
**Example:** johndoe@usc.edu

After logging into Outlook with your USC e-mail address and USC password, you can begin working with your e-mails, calendar, and archive items. No further setup is required before using the program.

**NOTE:** If you do not see an icon for Microsoft Outlook on your desktop (Windows) or in your Applications folder (Mac), you will need to install the application.

Contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775 for assistance if you experience any difficulties with logging into Outlook or if all or some of your files were not transferred to Outlook from GroupWise.
Accessing Your E-Mail Using Outlook Web Application (OWA)

If you are away from the computer on which you normally access Outlook, or you want to utilize the Internet-based option exclusively, the Outlook Web Application is a fast and easy way to access your e-mail via a web browser.

**NOTE:** To ensure that the browser through which you are accessing OWA is supported by the application, visit the [Outlook Web Application support page](http://dornsife.usc.edu/365) for a listing of compatible browsers.

To begin using OWA, navigate to [http://dornsife.usc.edu/365](http://dornsife.usc.edu/365) in a supported web browser. A username and password prompt box displays.

![Authentication Required](image)

Enter your USC ID in the *User Name:* field and your USC password in the *Password:* field. An example is shown below, though the box may be different in appearance depending upon which web browser you utilize.

![Authentication Required](image)
Select the **OK** button. The Outlook Web Application displays similarly to the following example.

You can access your e-mails, personal folders, and calendar from the Outlook Web Application. OWA and your desktop Outlook are identical, kept that way through cloud-based syncing.

If you experience any difficulties with OWA, contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775.
Accessing Your E-mail on a Mobile Device

You can access your USC e-mail on the following mobile devices:

- Android®
- BlackBerry®
- BlackBerry 10
- iPhone®/iPod Touch®/iPad®
- Windows
- Any mobile device that supports ActiveSync®.

Mobile devices that use POP or IMAP e-mail settings are not supported. If your mobile device does not support ActiveSync, you can still access your USC e-mail through a supported mobile browser.

Configuring Your E-mail For Use On An Android Device

Follow the steps below to configure the e-mail client on your Android mobile device for use with your USC e-mail account.

**NOTE:** The exact steps required to setup your Exchange account on an Android device can vary greatly between devices. The process described below provides an example and alternatives to help guide you. If you cannot configure your Android device based on the instructions provided, please contact Dornsife Technology Services.

1. Tap the **Menu** button, located on the left side of the **Home** button.

The **Menu** displays.
2. Tap **Settings**.

The **Settings** screen displays.
3. Swipe down the screen to the *Accounts* section. Tap **Add Account**. On some devices this option may be labeled **Accounts & Sync**.

The *Add account* screen displays.
4. From the *Add account* screen, tap **Email** or **Mail**, depending upon your Android configuration.

The *Set up email* screen displays.
5. Tap **Corporate**. Depending upon your Android configuration, this option may appear as **Microsoft Exchange**, **Exchange Account**, or **Exchange ActiveSync**.

The *Add an Exchange account* screen displays.
6. On the Add an Exchange account screen, enter your USC e-mail address and password.

**NOTE:** You must use your full USC e-mail address to login.  
**Example:** johndoe@usc.edu
7. Tap **Next**. The information you entered is verified. Once the verification process is completed, the *Exchange server settings* screen displays.
8. Tap **Next** on the *Exchange server settings* screen. The *Account options* screen displays.

The *Account options* screen controls the type of notifications (if any) you will receive when new e-mail is downloaded, how much of your e-mail to sync, the calendar period to sync, and the items you want to sync, such as e-mail and contacts. This screen will appear differently depending upon your Android configuration. The settings on this screen are entirely based upon your preference, except for the **Sync Email** option. **Sync Email** must be selected in order for your USC e-mail account to function on your Android device.

| **NOTE:** | The Sync Email option must be selected in order to access and sync your USC e-mail account. |
After configuring the account options, swipe down the screen and tap Next.

The *Set up email* screen displays.
9. On the Set up email screen, enter an account name for this e-mail account. This step is optional.

This completes the setup process for Android devices. Your USC e-mail account is now available for use on your device.

**NOTE:** The configuration process for Android devices may vary greatly from device-to-device. For additional assistance, visit the Microsoft Mobile Device Configuration Wizard topic or contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775.
Configuring Your E-mail For Use On A Classic BlackBerry® Device

Follow the steps below to configure the e-mail client on your BlackBerry OS 7.1 mobile device for use with your USC e-mail account. If an older version of the BlackBerry operating system is being used, the process is similar.

1. From the device’s desktop, select the Options (wrench) icon.

   The Options screen displays.

2. Use the trackball or trackpad to scroll down the Options screen and select Device.

   The Device screen displays.
3. On the *Device* screen, select **Advanced System Settings**.

The *Advanced System Settings* screen displays.

4. On the *Advanced System Settings* screen, select **Enterprise Activation**.

The *Enterprise Activation* screen displays.
5. On the Enterprise Activation screen, you must populate the Email: and Activation Password: fields. Enter your correctly formatted e-mail address (see Note below) and your activation password. If you do not have an activation password, contact the College and Libraries Help Desk at clhd@usc.edu or (213) 740-2775 to obtain an activation password. After entering the appropriate information, select the Activate button.

**NOTE:**
Your e-mail address must contain the word "exchange" after the @ symbol in order for your e-mail account to correctly sync with your BlackBerry.

**Example:** jdoe@exchange.usc.edu

The use of the word "exchange" does not change your e-mail address. Your e-mail address will continue to be yourUSCID@dornsife.usc.edu.
6. After selecting the **Activate** button, you may receive a message prompting you to erase all the data from your BlackBerry device. Erasing your device data is not required or recommended in this scenario. Select the **No** button on the message prompt.

The **Activation - Complete** screen displays.

7. The activation process is complete. Click the **OK** button on the **Activation Complete** message prompt.

This completes the setup process for BlackBerry OS 7.1 devices. Your USC e-mail account is now available for use on your device.
Configuring Your E-mail For Use on a BlackBerry 10 Device

Follow the steps below to configure the e-mail client on your BlackBerry OS 10 mobile device for use with your USC e-mail account.

1. From the device’s desktop, locate and tap the **Settings** icon.
2. The *System Settings* screen displays. Tap the **Accounts** option.

![System Settings](image)

- **Accounts**
  - Set up email, contacts, calendar

- **Network Connections**
  - Mobile network, Wi-Fi, Bluetooth

- **Notifications**
  - Ring tones, sounds, vibrate, LED

- **Main Volume**
  - Volume for media and apps

- **Display**
  - Screen lock, brightness, wallpaper

- **Language and Input**
  - Language, prediction

- **Voice Control**
  - Language, dictation

- **BlackBerry Link**
  - Connect computers and share files

- **BlackBerry ID**
  - Setup username, password, name

- **BlackBerry Protect**
3. The *Add Account* screen displays. Tap *Email, Calendar and Contacts*. 
4. The *Add Account* screen displays. Enter your USC e-mail address and then tap *Advanced.*
5. The Advanced Setup screen displays. Tap the Microsoft® Exchange ActiveSync option.

Tap Microsoft Exchange ActiveSync.
6. The Add Account screen displays. On this screen, enter the appropriate information in the following fields:
   - **Username**: Your username is your USC e-mail address. You must enter your full e-mail address in this field.
   - **Email Address**: Enter your USC e-mail address. You must enter your full e-mail address in this field.
   - **Password**: Enter your USC password in this field.
   - **Server Address**: Enter the server address in this field. The server address is m.outlook.com.
7. Next, swipe down the screen to display more settings. Configure the following settings:

**Port:** Enter 443 in the Port field.
**Use SSL:** This setting should be set to On.
**Use VPN:** This setting should be set to Off.
**Push:** This setting should be set to On.

The **Sync Interval** and **Sync Timeframe** settings are based on personal preference. Select the settings that best fit your needs.

8. Tap **Next**. The settings you entered are verified by the device.
9. The *Add Account* screen reloads and displays additional account configuration options.

It is recommended that all settings on this screen be set to *On*. However, the only setting that is required to be set to *On* is *Sync Email*.

10. Tap **Done** to complete the e-mail setup process.

This completes the setup process for BlackBerry 10 devices. Your USC e-mail account is now available for use on your device.
Configuring Your E-mail For Use On An iPhone/iPod Touch/iPad Device

Follow the steps below to configure the e-mail client on your Apple® mobile device for use with your USC e-mail account.

1. From the device's desktop, locate and tap the **Settings** icon.

The **Settings** screen appears.
2. Tap Mail, Contacts, Calendars.

The Mail, Contacts, Calendars screen displays.
3. Tap **Add Account...**

The **Add Account...** screen displays.
4. Tap Microsoft Exchange.

The Exchange screen displays.

5. In the Email field, enter your USC e-mail address. You must enter the full e-mail address.

   **NOTE:**
   You must use your full USC e-mail address to login.
   **Example:** johndoe@usc.edu

6. In the Password field, enter your USC password.
7. In the Description field, enter an account description, such as USC. Entering a description in this field is optional.
8. After populating the Email, Password, and Description (optional) fields, tap **Next**.
9. The information entered in the Email, Password, and Description (optional) fields is verified by the Exchange server.
10. After the information has been verified, check marks appear at the end of the Email, Password, and Description (optional) fields indicating that the information entered is correct.
11. After a 3-5 second delay, the screen reloads and displays the available options for the account. From this screen, you have the ability to enable or disable the features that will sync with your USC account. The available options are Mail, Contacts, Calendars, and Reminders. By default, all options are set to ON. Tap the item(s) that you want to disable.

**NOTE:** The Mail option must be set to ON in order to access and sync your USC e-mail account.
12. After selecting the options you want to enable for this account, tap **Save**. The **Adding Account** screen displays.
13. When the account has been successfully added to your iPhone/iPod Touch/iPad, the screen title changes to *Account Added*. 
14. After a 3-5 second delay, the *Mail, Contacts, and Calendars* screen displays. The Exchange account that you just created now appears in the listing of e-mail accounts, as shown below.

This completes the setup process for iPhone/iPod Touch/iPad devices. Your USC e-mail account is now available for use on your device.
Configuring Your E-mail For Use on a Windows Mobile Device

Follow the steps below to configure the e-mail client on your Windows mobile device for use with your USC e-mail account.

1. From the device desktop, tap the Envelope icon.

The ADD AN ACCOUNT screen displays.
2. The *ADD AN ACCOUNT* screen displays several mail configuration options. Tap *Outlook* to configure your USC e-mail account.

The *OUTLOOK* screen displays.
3. In the appropriate fields on the *OUTLOOK* screen, enter your USC e-mail address and password.

![Login Screen](image)

**NOTE:** You must use your full USC e-mail address to login.  
Example: johndoe@usc.edu
4. Tap **sign in**, located at the bottom of the *OUTLOOK* screen. The e-mail account settings are verified. When the verification process is complete, the *ACCOUNT ADDED* screen displays.

If you want to download Microsoft Lync®, leave the checkbox selected. If you do not want to download Lync, de-select the checkbox. Downloading Lync is optional.

5. Tap **done**.

This completes the setup process for Windows devices. Your USC e-mail account is now available for use on your device.