Set up O365 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.
   o In **Description**, give your account a name.
   o If you are using Office 365, leave the **Domain** field blank. If you are not using Office 365 and your admin gave you a domain setting, enter that in the **Domain** box.
   o In **Email Address**, type your full email address.
   o In **Username**, type your full email address.
   o In **Password,** type your password.
   o 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@contoso.com).
   e. Scroll down and type the name of your email server. If you're connecting to your 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**.