



Office 365 FAQs

Mobile Devices

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General Email Information

Basics

Which mobile devices does Information Technology support?

University of Miami's department of Information Technology supports iPhones, Androids, and BlackBerry mobile devices.

What do I do if I lose my mobile device?

Send an email to itsupportcenter@miami.edu and include your name and contact phone number (not the phone number of the mobile device). If you were receiving email to your mobile device through your Office 365 mailbox, we can remotely wipe the device and help configure your replacement. Please email all relative information to itsupportcenter@miami.edu.

Do I need to be on campus for my mobile device to synchronize with my Office 365 account?

If your hand-held device is Wifi enabled, your Office 365 account will synchronize anywhere there is Internet available, such as in a bookstore or coffee shop. If you have a cellular data plan, your Office 365 account will synchronize from anywhere.

Can I receive Office 365 on multiple hand-held mobile?

Office 365 will only support a single BlackBerry device per user if you are using the direct push technology through Information Technology's BlackBerry Enterprise Server (BES). However, you can have your mailbox on multiple iOS and Android devices.

Can I configure a departmental mailbox to a mobile device?

Yes, you can using the Outlook Mobile app. Please follow the instructions found at [Configure Outlook Mobile App](#).

Can I add a shared calendar to a mobile device?

Yes, you can using the Outlook Mobile app. Please follow the instructions found at [How do I open a shared calendar?](#).

Mobile Devices - Android

Can I still use a lock pattern or swipe combination on my Android device?

No, you will be required to switch to a numeric PIN. The mobile PIN is enforced on ALL UM-owned and/or personally owned devices that access UM email. Please review the [Mobile Device Security FAQs](#) and [Mobile Computing Device policy](#) for more information on mobile PINs and passcodes.

I already have my Office 365 account and an Android device, how do I set it up?

We recommend using the Outlook Mobile app. Please follow the instructions found at [Configure Outlook Mobile App](#).

How do I delete my Office 365 account on an Android?

If you are using the Outlook Mobile app, please follow the Delete an Account instructions found at [Configure Outlook Mobile App](#).

If you are using the mail app that came with your phone, please follow the Remove Your Account instructions found at [Configure Mail App on Mobile Device](#).

How do I add a shared mailbox to an Android?

We recommend using the Outlook Mobile app. Please follow the Shared Mailboxes instructions found at [Configure Outlook Mobile App](#).

How do I add a shared calendar to an Android?

You can add a shared calendar using the Outlook Mobile app. Please follow the instructions found at [How do I open a shared calendar?](#).

Mobile Devices – iOS Device (iPhone and iPad)

I already have my Office 365 account and an iOS device, how do I set it up?

We recommend using the Outlook Mobile app. Please follow the instructions found at [Configure Outlook Mobile App](#).

How do I delete my Office 365 account on an iOS device?

If you are using the Outlook Mobile app, please follow the Delete an Account instructions found at [Configure Outlook Mobile App](#).

If you are using the mail app that came with your phone, please follow the Remove Your Account instructions found at [Configure Mail App on Mobile Device](#).

How do I add a shared mailbox to an iOS device?

We recommend using the Outlook Mobile app. Please follow the Shared Mailboxes instructions found at [Configure Outlook Mobile App](#).

How do I add a shared calendar to an iOS device?

You can add a shared calendar using the Outlook Mobile app. Please follow the instructions found at [How do I open a shared calendar?](#).

Mobile Devices – Blackberry

I already have my Office 365 account and a Blackberry, how do I set it up?

Please follow the instructions found at [Configure Mail App on Mobile Device](#).

How do I delete my Office 365 account on an iOS device?

Please follow the Remove Your Account instructions found at [Configure Mail App on Mobile Device](#).

Does the University of Miami have a BlackBerry Enterprise Server (BES)?

BlackBerry 10 devices now support ActiveSync, which do not require a BES. If you have a model that does not support ActiveSync, please email itsupportcenter@miami.edu to activate BES on your BlackBerry device.