



Article #: 02072019.1	
Last Reviewed:	02/07/2019
Posted Date:	02/07/2019
Relevant to Release(s):	Email, iPhone, Android, O365

Knowledge Base Article

ADDING TOWNE EMAIL (OFFICE 365) TO YOUR SMARTPHONE

Problem Description

Towne is moving from our current email server to an Office 365 environment. When this is done, users will need to download a new app onto their phone and log in with their credentials to begin receiving email on their phones again. Follow the steps below to download the app and login.

Resolution

iPhone Users

- First thing that we want to do is to remove the email connection to the Towne Exchange server.
 - Go to Settings > Passwords & Accounts.
 - Look for an account named “Exchange” or “Towne Exchange” or “Work” and click on that account.
 - At the bottom, click “Delete Account”.
 - Click “Delete from My iPhone”.
 - Once the account is deleted, you can go back to your home screen.
- Next, we need to download the new Outlook app onto your phone.
 - Go to the AppStore and search for Microsoft Outlook.
 - Click “Get” to download the app.
 - Enter your iCloud password to download and install the app.
- Lastly, we need to log into the new app, so your email will now sync from the new Office 365.
 - Go to the Home screen and locate the newly installed app. Click it to open.
 - Enter your email address (USERNAME@TowneProperties.com).

- Click Add Account.
- Click on Office 365.
- You'll be prompted to log into your account.
 - Enter your Office 365 username. (USERNAME@TowneProperties.com).
 - If your username is your first name and last initial, use that before the @TowneProperties.com portion.
 - Enter your Towne email password.
- Click "Turn On" if you're asked if you want to turn on notifications.
- Click "Allow" if you're asked if you would like to allow Outlook to send you notifications.
- You'll now see your inbox.
- You can go into the settings at this point by clicking on the menu button on the top left of the app and then clicking the gear on the bottom.
 - From here, you can edit different settings to your liking. A popular setting to turn off is the "Focused Inbox" setting.
 - You can also edit your signature from this screen.

Android Users

- First thing that we want to do is to remove the email connection to the Towne Exchange server.
 - Go to Settings > Accounts > Accounts
 - Look for an account named "Exchange" or "Towne Exchange" or "Work". Instead of an account name, it could also have your email address listed with "Microsoft Exchange ActiveSync" below it.
 - Click on Remove account, then click on Remove account again.
- Next, we need to download the new Outlook app onto your phone.
 - Go to the Play Store app and search for Microsoft Outlook.
 - Click "Install" to download the app.

- Enter your google password to download and install the app if prompted.
- Lastly, we need to log into the new app, so your email will now sync from the new Office 365.
 - Open the newly installed Outlook app.
 - Click “Get Started”.
 - Enter your email address (USERNAME@TowneProperties.com) and click Continue.
 - If your username is your first name and last initial, use that before the @TowneProperties.com portion.
 - Enter your Towne email password and click Sign In.
 - Click Skip
 - Click Skip
 - You’ll now see your inbox.
 - You can go into the settings at this point by clicking on the menu button on the top left of the app and then clicking the gear on the bottom.
 - From here, you can edit different settings to your liking. A popular setting to turn off is the “Focused Inbox” setting.
 - You can also edit your signature from this screen.

REMEMBER – You can add this app and email account any time you wish, and it will have email in it. However, it won’t be current, and you won’t be able to send email from this app until TISI notifies everyone that O365 email is live!

Please contact Towne Properties Support help@towneproperties.com if you have any questions.