

Office 365 configuration for Blackberry OS 10

Procedure

Information Technologies

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Revision History

Date	Version	Change description	Author
2015-03-12	0.1	Document creation	Benoit Bourgeault
2015-08-20	0.2	Modify Office 365 user ID part	Benoit Bourgeault
2015-08-26	0.3	Added screen captures	Benoit Bourgeault

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Summary

This procedure provides instructions on how to configure an « Active Sync » account for Office 365 on a Blackberry mobile device (OS 10).

Prerequisites

Verify that the connection to your provider's network is good, or that your wi-fi is connected and that you have a strong and stable Internet access on your device.

Procedure

1. Delete the existing GardaWorld account

Follow the instructions to delete your existing GardaWorld account

1.	On your Blackberry's home screen, navigate to the "Settings" menu.	N 9:59 Ban Discisform Band Discisform Band Discisform Band Discisform Discisform Discisform Contact Discisform Contact Discisform Discisform
2.	On the System settings page, tap "Accounts" from the list.	System Settings About OS, device name, hardware Network Connections Mobile network, Wi-Fi, Bluetooth Notifications Sounds, vibrate, LED System Volume Main volume control Accounts Set up email, contacts, calendar Screen lock, brightness, HDMI Language and Input Keyboard, spell check, prediction

3	Tap and maintain on the account you wish to delete	a second research
		Accounts Gmail 31 heep1975@gmail.com Calendar
		Gmail heep1975@gmail.com Email Gmail
		heep1975@gmail.com Contacts
		bgreen1266@live.co.uk
		mwilkin.on@tmti.net
		1444
		Back Account Set Defaults
4.	Tap on Delete	Genti Edit Account
		Delete Account
		Tmti - mwilkinson@tmti.net Cancel Delete
		Email Address *
		Update Paaword
		Kine Famil
		Edd Folder Settings

2. Add the GardaWorld account

Follow the instructions to configure your Exchange Active Sync account using the Advanced Settings.

1.	On your Blackberry's home screen, navigate to the Settings menu.	N 9:59.00 BIM Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry Bickerry<
2.	On the System settings page, tap Accounts from the list. If you have not created an account yet, tap on Add Account .	System Settings Image: About OS, device name, hardware OS, device name, hardware Network Connections Mobile network, Wi-Fi, Bluetooth Notifications Sounds, vibrate, LED System Volume Main volume control Accounts Set up email, contacts, calendar Language and Input Keyboard, spell check, prediction
3.	To access the advanced configuration, on the Add Account page, tap Email, calendar and contacts then tap on the menu icon below the Email address zone to access the advanced configuration options. Tap Advanced at the bottom of the screen.	Add Account Email, Calendar and Contacts

4.	On the Advanced Setup page, select Microsoft Exchange ActiveSync. Tap Microsoft Exchange ActiveSync.	Advanced Setup Image: Active Sync Image: Active Sync Image: Grand and Setup Image: Active Sync Image: Active Sync
5.	 Input the following information: Description: Give a name to your account, for example, GardaWorld Domain: Leave the Domain field blank. Username: Enter your Office 365 user ID, such as username@garda.ca. Email Address: Enter your full email address, such as firstname.lastname@garda.com. Password: Enter your current Windows password. Server Address: outlook.office365.com, if that does not work use m.outlook.com Port: 443 Use SSL: On Utiliser un VPN: Off. Push : On. Tap Next	Less Add Account Next Microsoft® Exchange ActiveSync * Required Fields Description GardaWorld Domain

On the next page, specify the information to synchronize, then tap on Done .	Previous Add Account Done Microsoft [®] Exchange ActiveSync
Note : Everything is synchronized by default.	Sync Email On Sync Contacts On
The Saving and verifying your settings message appears on the screen.	Sync Calendar
	Sync Memos On
	Previous Add Account Prop Saving and verifying your settings Sync Tasks On Sync Tasks On Sync Memos
If your account has successfully been created, it will show in the accounts list. You can use your Blackberry Hub to access it. Please allow the mobile device up to 15 minutes to do the initial sync. For uninterrupted service, please remember to update your password in the settings each time you change it in Windows.	■ N 11:37 * # all BlackB
	BBM Text Messages Brightpoint iames liddiard@brightpoint
	د Calls All مه Voicemail
	On the next page, specify the information to synchronize, then tap on Done . Note : Everything is synchronized by default. The Saving and verifying your settings message appears on the screen. If your account has successfully been created, it will show in the accounts list. You can use your Blackberry Hub to access it. Please allow the mobile device up to 15 minutes to do the initial sync. For uninterrupted service, please remember to update your password in the settings each time you change it in Windows.

Troubleshooting

- 1. If you receive a message stating that your account cannot be authenticated, click on OK, then Back and verify that your settings are correct.
- 2. Make sure you are specifying your Office 365 user ID, such as <u>username@garda.ca</u> as the username and make sure you are typing in your current Windows password correctly.
- 3. If it still doesn't work, try logging in to Outlook Webmail at https://outlook.office365.com to verify you are using the correct username and password. Make sure you can log into Outlook Webmail successfully before trying to add your email account to your mobile device again.
- 4. Make sure you have a strong and stable connection to the Internet on your device by opening a web browser and trying to access <u>www.google.ca</u> for example.
- 5. Alternatively, you can try disabling Wi-Fi on your device, which will make your cell data network connection active (if your mobile device has cell data support), and try adding the email account again.
- 6. If you still have issues adding your account, please contact the IT Support team

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