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# **Office 365 configuration for Blackberry OS 10**

Procedure

Information Technologies

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# Office 365 configuration for Blackberry OS 10 Procedure

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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.

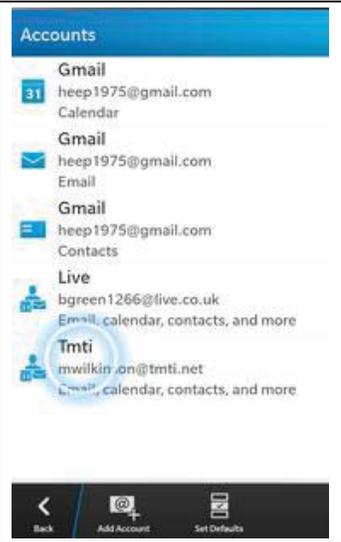
## Procedure

### 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.	
2.	On the System settings page, tap "Accounts" from the list.	

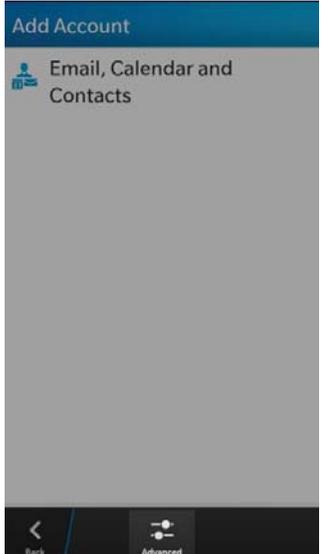
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3.	Tap and maintain on the account you wish to delete.	
4.	Tap on Delete	

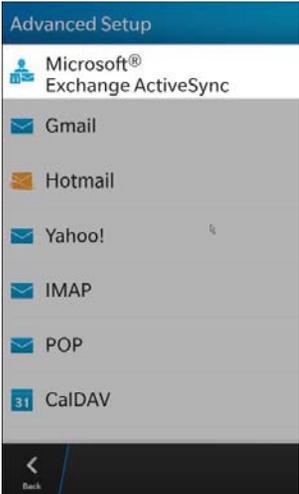
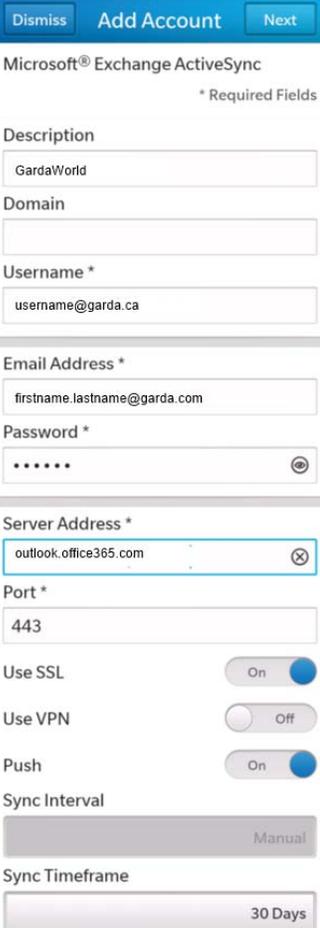
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## 2. Add the GardaWorld account

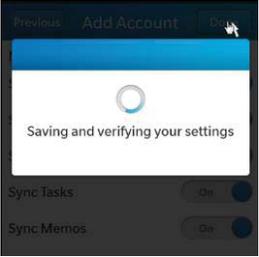
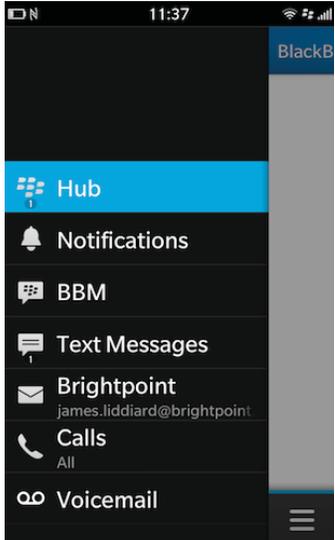
Follow the instructions to configure your Exchange Active Sync account using the Advanced Settings.

<p>1.</p>	<p>On your Blackberry's home screen, navigate to the <b>Settings</b> menu.</p>	
<p>2.</p>	<p>On the System settings page, tap <b>Accounts</b> from the list. If you have not created an account yet, tap on <b>Add Account</b>.</p>	
<p>3.</p>	<p>To access the advanced configuration, on the <b>Add Account</b> page, tap Email, calendar and contacts then tap on the menu icon below the Email address zone to access the advanced configuration options.</p> <p>Tap <b>Advanced</b> at the bottom of the screen.</p>	

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<p>4.</p>	<p>On the <b>Advanced Setup</b> page, select <b>Microsoft Exchange ActiveSync</b>.</p> <p>Tap <b>Microsoft Exchange ActiveSync</b>.</p>	
<p>5.</p>	<p>Input the following information:</p> <ul style="list-style-type: none"> <li>▪ <b>Description:</b> Give a name to your account, for example, <b>GardaWorld</b></li> <li>▪ <b>Domain:</b> Leave the Domain field blank.</li> <li>▪ <b>Username:</b> Enter your Office 365 user ID, such as <b>username@garda.ca</b>.</li> <li>▪ <b>Email Address:</b> Enter your full email address, such as <b>firstname.lastname@garda.com</b>.</li> <li>▪ <b>Password:</b> Enter your current Windows password.</li> <li>▪ <b>Server Address:</b> <b>outlook.office365.com</b>, if that does not work use <b>m.outlook.com</b></li> <li>▪ <b>Port:</b> 443</li> <li>▪ <b>Use SSL:</b> On</li> <li>▪ <b>Utiliser un VPN:</b> Off.</li> <li>▪ <b>Push :</b> On.</li> </ul> <p>Tap <b>Next</b></p>	

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<p>6.</p> <p>On the next page, specify the information to synchronize, then tap on <b>Done</b>.</p> <p>Note : Everything is synchronized by default.</p> <p>The <b>Saving and verifying your settings</b> message appears on the screen.</p>		 
<p>7.</p> <p>If your account has successfully been created, it will show in the <b>accounts</b> list. You can use your <b>Blackberry Hub</b> to access it.</p> <p><b>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.</b></p>		

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### 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 [username@garda.ca](mailto:username@garda.ca) 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 [www.google.ca](http://www.google.ca) 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

**Montreal** : 514.281.2811 x 3333 | **Toll free** : 1.800.859.1599 x3333 | **Email** : [supportit@garda.com](mailto:supportit@garda.com)