

New 365 Outlook Profile for Android Mobile

THIS DOCUMENT IS TO GUIDE YOU THROUGH THE STEPS TO CREATE A NEW OUTLOOK 365 PROFILE ON YOUR ANDROID MOBILE DEVICE

As we restore corporate email, we are transitioning to a cloud-based email system. This means your corporate email (ending in @K12.com) is migrating from an on-premise Exchange to an Exchange Online (Office 365) in the Cloud.

Every corporate user of an email ending in @K12.com (including employees, contractors, and teachers) must take action to create a new profile in Outlook (and optionally, your mobile device) in order to connect to corporate email. If you have a school email AND a @K12.com email, you must create a new Outlook profile for your @K12.com email.

Please ensure you have signed up for Multi-Factor Authentication (MFA) before creating your new Outlook profile.

Technical Support: A Zoom Room staffed by IT will be available 11/24/2020-11/25/2020, 9am – 8pm ET; Friday 11/27/2020, 11am-5pm ET; and 11/30/2020-12/4/2020, 9am-8pm. A live overview of how to set up your new Outlook profile will be provided at the top of each hour, and the remainder of the hour used to troubleshoot user setup issues: <https://k12.zoom.us/j/94684177507>

For additional support, please refer to the Outlook 365 FAQ document provided along with this guidance, or contact the IT Help Desk for assistance:

- School Users – K12rit.com
- Corporate Users – K12cit.com
- Phone: 855-512-4357 (8am – 8pm ET, Monday – Friday)

YOUR EMAIL: What You Need to Know Before You Proceed

- **It is essential that users sign up for Multi-Factor Authentication (MFA) before creating a new Outlook profile.**
- Please create your new Outlook Profile on your laptop/desktop before adding it to your mobile device.
- Once you have created your new Outlook profile, you will not immediately see email and other content from before November 16, 2020. Content prior to November 16 will appear in your account over the next three weeks, including emails, folders, and calendar data.
- Any Inbox rules used previously will need to be recreated
- Signatures will need to be recreated; please refer to the FAQ for guidance
- Out of Office Messages will need to be recreated
- Some Shared Mailboxes and Distribution groups will not be available immediately. It may take up to three weeks before they become available.
- **Webmail:** The new URL to access Webmail is <https://outlook.office.com/>

YOUR CALENDAR: What You Need to Know Before You Proceed

- All meetings and calendar items that were on your calendar prior to November 16 will not be available immediately. This includes any recurring meetings. All calendar items will return with your older emails over the next three weeks.
- **NOTE:** If you recreate any meetings in your new profile, you will have duplicate meetings after all meetings are restored. You may choose to manually delete any duplicates from your calendar.

HOW TO: Create a New Profile in the Android Mobile Outlook Client

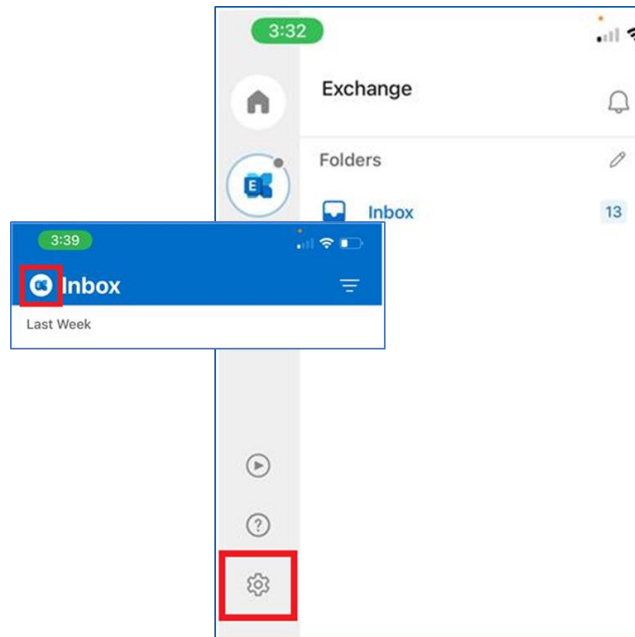
STEP 1

IMPORTANT - Download the Outlook App from the Google Play store if not already installed and skip to **STEP 3**

Open **Mobile Outlook Client** app

Click on the icon next to the **Inbox** to bring up the menu

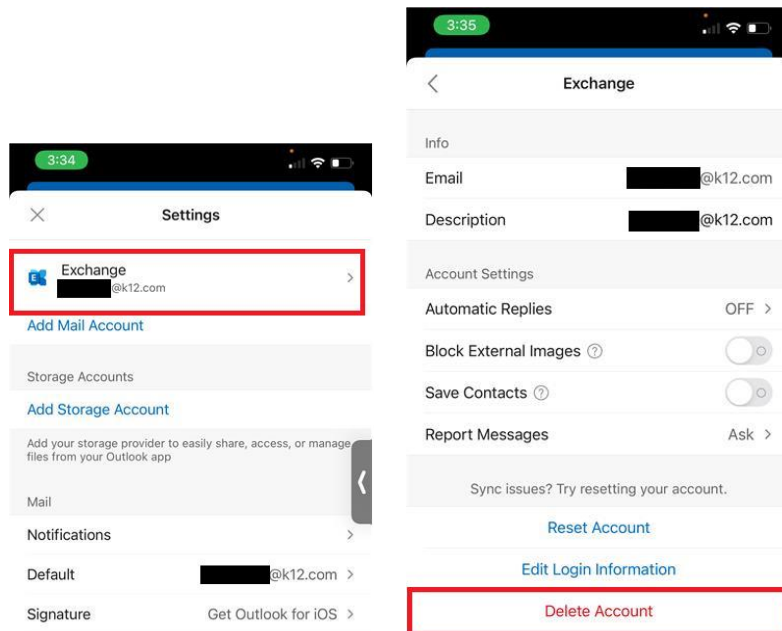
Click on the gear icon at the bottom left corner to bring up the **Settings**



STEP 2

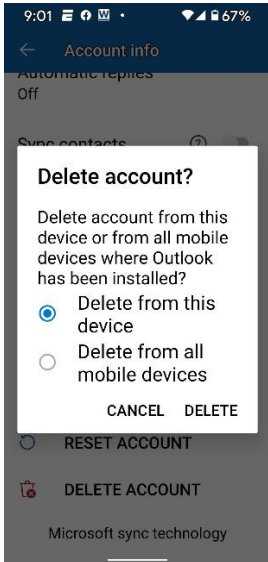
Click on your **K12 Account**

Click on the bottom to **Delete**



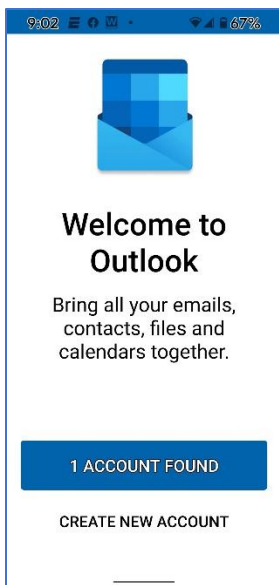
Instructions continue on following page

Confirm deletion of account – in the screen below select **Delete**



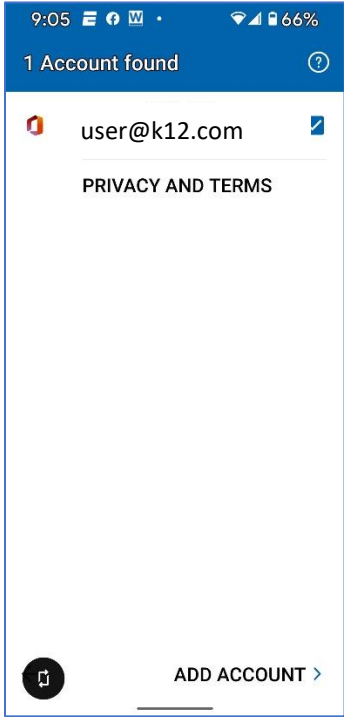
Select **Delete** from this device.

Once deleted the device may recognize your email as below. Select “Account Found” if displayed.



Instructions continue on following page

Select **“ADD ACCOUNT”** below which will auto-configure email in the Outlook application. This will complete the setup. No further actions are needed.



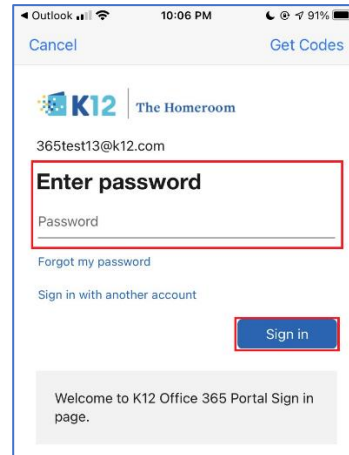
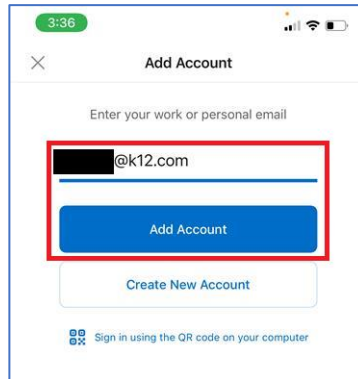
Instructions continue on following page

STEP 3

To **Add Account** manually follow these steps.

Type in your K12 email account then click **Add Account**.

Enter your K12 email password and click **Sign In**.



STEP 4

After setup is complete, click **Maybe Later** for adding another account.

