

## Accessing CTU Student Email on a Mobile Device

Accessing your CTU student email on your Android, Apple, or Windows mobile device provides you with immediate access to all incoming email messages, alerts, and mailbox features you may currently enjoy with your other email account(s) on your device, subject to your personal settings of course.

**Please take note of important FAQs about your student email password, located farther below.** Installation of the CTU Mobile app for students is not required to add your student email to your device. Your device's native email app will enable full email functionality.

To get started, you will need the following information:

- Your CTU **student email address** – this will also serve as your student email account username
- Your CTU **Virtual Campus password** used to login to the student portal
- Apple device users may also need this server address: outlook.office365.com

Android Device Set-up for Phone & Tablet	Apple Device Set-up for iPhone & iPad	Windows Phone Set-up
<ul style="list-style-type: none"> <li>• On your mobile device (phone and/or tablet), tap <b>Settings</b></li> <li>• Tap <b>Accounts</b></li> <li>• Tap <b>Add account</b></li> <li>• Tap <b>Email</b></li> <li>• Enter your <i>CTU student email address</i></li> <li>• Enter your <i>CTU Virtual Campus password</i> (not to be confused with your login username)</li> <li>• Select <b>Exchange</b> <ul style="list-style-type: none"> <li>○ Some Android devices may display a Remote security administration box requesting you to approve remote control of some security features by outlook.office365.com; tap OK</li> </ul> </li> <li>• Once your device has verified server settings, the <b>Account Options</b> page will open</li> <li>• Accept the defaults or select the options for how you want to receive and send your email</li> <li>• Tap <b>Next</b>; you may need to scroll down to see <b>Next</b></li> <li>• On the <b>Set up Email</b> page, you can change the name of your newly created email account</li> <li>• When you're finished, tap <b>Done</b></li> </ul>	<ul style="list-style-type: none"> <li>• On your mobile device (phone and/or tablet), tap <b>Settings</b></li> <li>• Scroll down and tap <b>Mail, Contacts, Calendars</b></li> <li>• Tap <b>Add Account</b> and select <b>Exchange</b></li> <li>• Fill in the open fields:           <ul style="list-style-type: none"> <li>○ Email: Enter your <i>CTU student email address</i></li> <li>○ Server: Enter <i>outlook.office365.com</i></li> <li>○ Username: Enter your <i>CTU student email address</i> again</li> <li>○ Domain: Leave field blank</li> <li>○ Password: Enter your <i>CTU Virtual Campus password</i> (not to be confused with your login username)</li> <li>○ Description: Enter the <i>name you'd like to call this new mailbox</i></li> <li>○ Advanced Settings: No changes or entries are required</li> </ul> </li> <li>• Once your device has verified server settings, you can customize your newly created email account</li> </ul>	<ul style="list-style-type: none"> <li>• On your mobile device, in the <b>App list</b>, tap <b>Settings</b></li> <li>• Tap <b>Email + accounts</b></li> <li>• If you have a Windows Phone 8 or 8.1, tap <b>Add an account &gt; Exchange</b></li> <li>• If you have a Windows Phone 7 or 7.5, tap <b>Add an account &gt; Outlook</b></li> <li>• Enter your <i>CTU student email address</i></li> <li>• Enter your <i>CTU Virtual Campus password</i> (not to be confused with your login username)</li> <li>• Tap <b>Sign in</b></li> <li>• Your device will sync your account settings, email, calendar, and contacts</li> </ul> <p>Apple device users may also need this server address: outlook.office365.com</p>

**Need help?** The appearance of devices can vary so use these steps as a guide, consult the manufacturer's help for your particular device, or contact CTU Technical Support, (866) 813-1836, option 4, then option 1, for assistance.

## FAQs: Student Email Password

Q: What password should I use when setting up my email account on my mobile device?

A: Your student email account uses your Virtual Campus password as your email account's password.

Q: If I change my email account's password in the Virtual Campus, will I also have to change it on my mobile device?

A: No; it will be synced for you. When logged into your student email account through the Virtual Campus, outside of your mobile device such as on a desktop or laptop computer, any change you make to your Virtual Campus password will be synced with your mobile device.

Q: If I change my email account's password on my mobile device, will it also be synced with the Virtual Campus?

A: No; the change will be temporary and only apply to your mobile device. When the Virtual Campus syncs with your device again, your email account's password will be reset to match your Virtual Campus password.

Q: How do I change my email account's password?

A: Step 1: When logged in to the Virtual Campus, click on My Profile located in the upper navigation ribbon along the top edge of the screen.

My Profile | My documents | Email | Directory | Resources | Calendar | Technical support | Sign out

Step 2: In the left navigation menu, click on Change password.

The screenshot shows a web interface for changing a password. On the left is a navigation menu with 'View profile', 'Edit profile', and 'Change password'. The main content area is titled 'Change Password' and contains several sections: 1. A 'Change password' header with a close button. 2. A note: 'For assistance, please call (866)813-1836'. 3. Three required password fields: 'Current password', 'New password', and 'New password again'. To the right of these fields are instructions: 'The password must be between 8 and 26 characters long, different from your username, contain at least one alphabetic letter, contain at least one number or special character.' and 'We ask you to enter the new password a second time to catch any typing errors.' 4. A section for security questions: 'To help us identify you if you forget your username or password, please answer two of the questions that follow.' It includes a note: 'This step is optional, but will allow future password resets.' and two questions: 'Question 1: What is your mother's maiden name?' and 'Question 2:'. Each question has an 'Answer' and 'Answer again' field. 5. A red 'Submit' button at the bottom left and a grey 'Cancel' button at the bottom right.

Step 3: Enter your current password.

Step 4: Enter your new password.

Step 5: Enter your new password a second time.

Step 6: Click the Submit button at the bottom of the screen. Additional security options are available before clicking the Submit button.

Q: These steps did not work for me; I might need help.

A: For password assistance, call CTU Technical Support at (866) 813-1836, (option 4, then option 1).