Set up UAL Email on Your Windows Phone

This is a general guide. Some steps may differ between Windows’ versions.

Make sure that you have a good internet connection before you start.

Windows 8.x

01. **Swipe left** on the Start screen. Tap **Settings**.
02. Select ‘Email + Accounts’. Choose ‘Add an Account’.
   (NB: Some phones have Exchange or Office 365 options instead of Outlook.)
03. Enter your UAL **email address** and **password**. Tap **Sign in**.
04. The Windows phone should attempt the rest of the setup automatically.
   If this is successful **skip to step 9**.
   If not go to the **next step**.
05. If the phone does not complete the rest of the setup automatically, you may see this message:
   “We couldn’t find your settings, tap Advanced and then enter the following information.”
06. Enter the following information:
    Email address: your UAL **email address**
    Password: your UAL **password**
    Username: your UAL **email address** (again)
    Domain: whatever follows the ‘@’ symbol in your email address (eg. arts.ac.uk)
    Server: outlook.office365.com
07. Select the option ‘**Server requires encrypted (SSL)**’.
08. Tap **Sign in**.
09. Exchange ActiveSync might prompt for a policy enforcement or pass-
10. Tap **Mail** (envelope icon) and you should see your emails.

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**Windows 10.x**

01. **Swipe left** on the Start screen. Tap **Settings**.

02. Select **Accounts**. Tap ‘**Your email and accounts**’, tap ‘**Add an account**’.
   
   (NB: Some phones may have Exchange or Office 365 options instead of Outlook.)

03. Type in your **UAL email address** and **password**. Tap **Sign in**.

04. The Windows phone should attempt the rest of the setup automatically.
   
   If this is successful go to **step 9** in the guide above.
   
   If not, follow from **step 5**.