Office 365 is a shared service across the university and health system. Documentation for this service will cover the needs of both Duke Medicine and University customers.

Note: This setup was performed on a Galaxy Note 4 running Android version 4.4.4 (KitKat). Setup instructions may vary on different Android versions and devices. These steps will also function for Lollipop(5.x.x)

- Click the default mail icon on the Android device and choose Corporate

   ![Email accounts](image)

- Enter your **netid@duke.edu** for the Email address and your NetID password then select **Next**. (For example, for the NetID **sh285**, you would enter **sh285@duke.edu**.)

  **Important**: University users should use **netid@duke.edu** even if this isn't your Duke email address. **Duke Medicine** users will use **firstname.lastname@dm.duke.edu**. Your Duke email address will still appear on outgoing mail.

- You will receive an error, 'Unable to set up account', Click **OK**
Enter the correct information for the server settings page as noted below. University users replace sh285 with your NetID. Duke Medicine users, replace the domain\username field with your firstname.lastname@dm.duke.edu. Click Next. If for some reason, the firstname.lastname@dm.duke.edu does not work, use your NetID@duke.edu as some users might be on the University system.

You will be presented with a dialog box titled, 'Remote security administration' asking you to give outlook.office365.com to remotely control some features on your device. Don't panic. This will allow administrators and yourself to wipe the device in the event the device is lost or stolen through Office 365 portal. Click OK. If you choose to not allow this remote administration, you will be unable to use the mail app on your phone and will need to use the web based version(OWA)
- The 'Account options' screen will appear. These settings are optional. It is best to leave them at their default settings if you are not sure of what they will do. Your local IT support person/group can assist with any questions. Click Next.

- You will be presented with a new dialog screen showing you the phone administrator options the Office 365 service will have remote access to. As stated before, Don't panic. This is in case the device is lost or stolen and can be remotely wiped by you or administrators. Click Activate. **If you choose to not allow this remote administration, you will be unable to use the mail app on your phone and will need to use the web based version(OWA).** Note: The screenshot below does not show all of the operations, scroll down on your device to see more.
Choose a name for the account on your device and click Next.

The account setup is done. Click 'Done with Accounts' on the bottom of the dialog box.
Your emails should now load up and populate.

If you need further assistance, contact your local IT support person group or the appropriate service desk

University users: 919 684 2200
Duke Medicine: 919 684 2243.