SUTD

SINGAPORE UNIVERSITY OF
TECHNOLOGY AND DESIGN

OFFICE OF INFORMATION TECHNOLOGY

ACCESSING OUTLOOK / OFFICE 365

FROM BROWSER AND MOBILE DEVICES

VERSION 2.0

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Contents

1.   Purpose

This document describes the steps required for staff and students to access their Outlook / Office 365 accounts via the web browser or mobile devices.

2.   Browser Requirements

For the smoothest user experience, it is recommended to use the following versions of web browsers: Microsoft Edge, IE 11 or above, latest Firefox "release" version, latest Chrome "stable" version, latest Safari version. Microsoft's list of minimum browser requirements can be found here.

https://support.office.com/en-us/article/Supported-browsers-for-Outlook-on-the-web-for-business-7BB72D5F- 0B1D-47F6-BD6F-2623AB3AEED8?ui=en-US&rs=en-US&ad=US

## 3.   Accessing Outlook / Office 365 from Browser

3.1.   Key in the following address in your browser: **http://portal.sutd.edu.sg** and hit Enter. It will be redirected to the login page. Key in your staff / student email address and click **Next**.
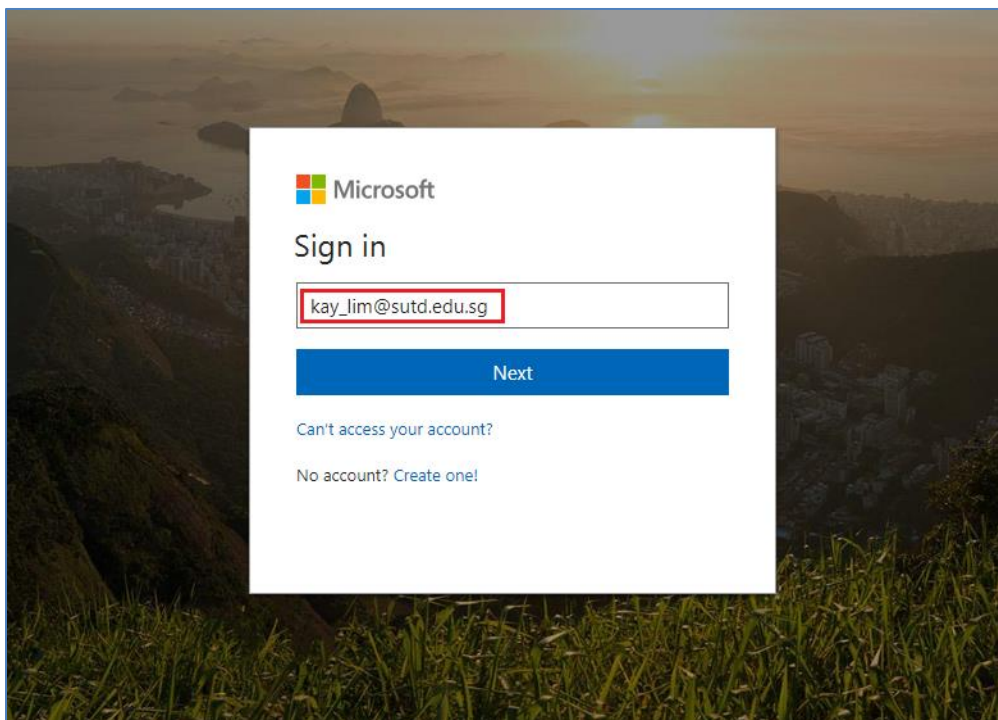
3.2.   Key in your email password and click "**Sign In**". (Note: This is different from your AD credentials)
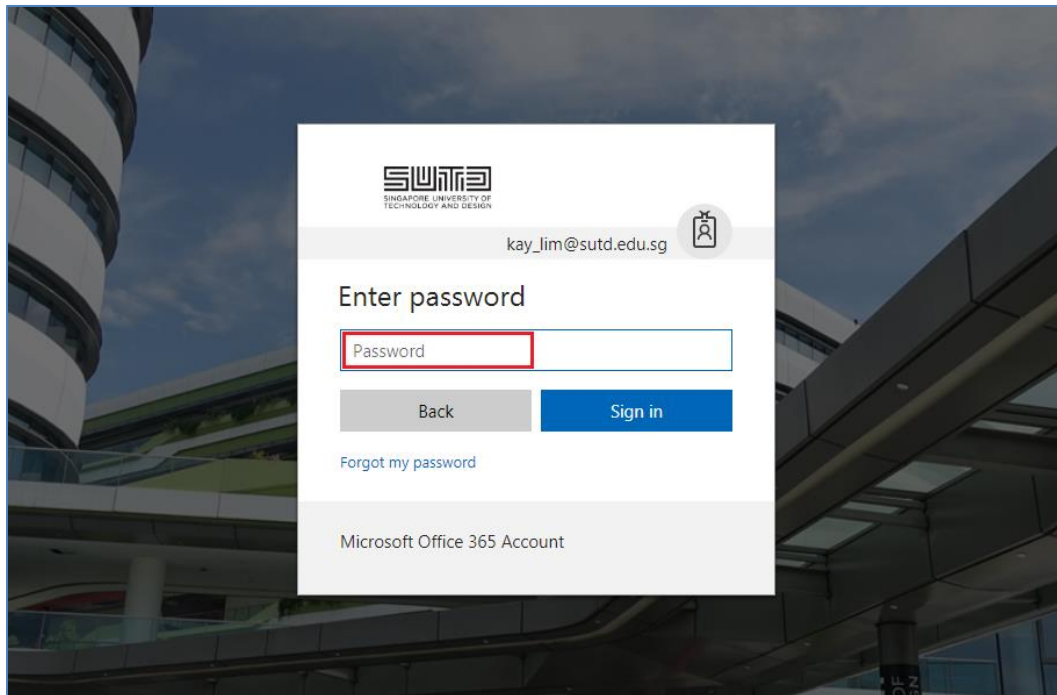
3.3.   Upon successful login, the following page will load and all Office 365 functions will be accessible. (E.g. Outlook, Calendar, OneDrive, Word Online, Excel Online, PowerPoint Online, etc.) Click on the **Outlook** icon to access your outlook mails.
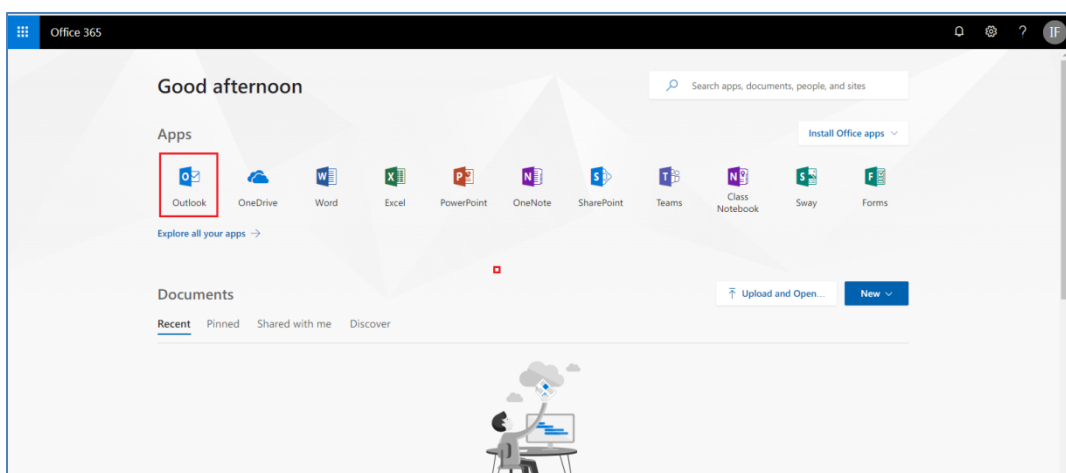
3.4.   The Outlook Mail page will be displayed and you will be able to access most of the Outlook features.
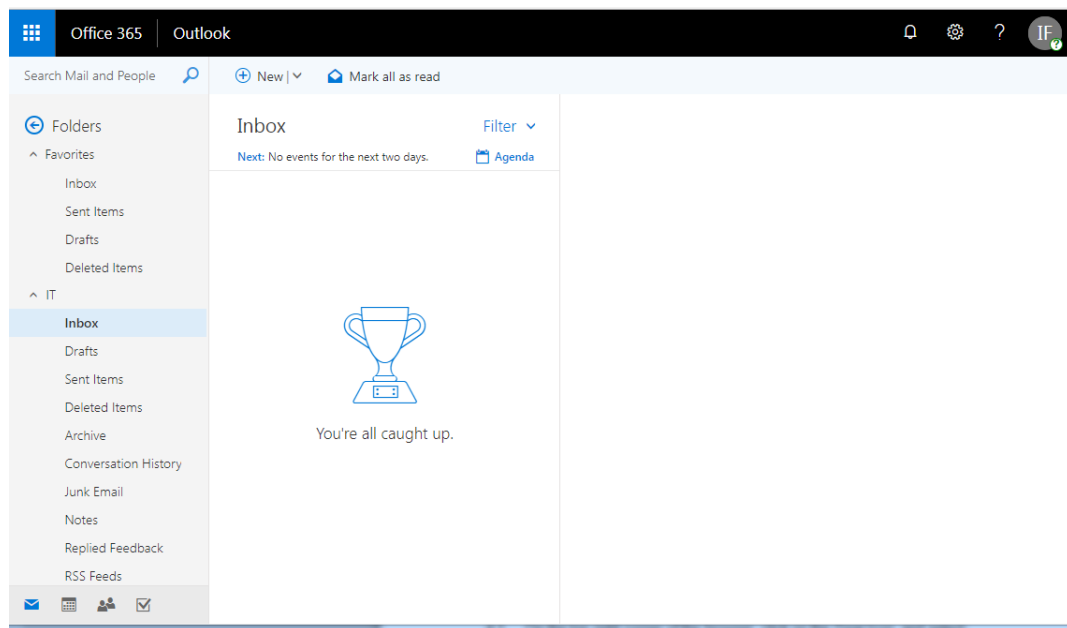

4.   Password Expiry and Changing Your Email Password

4.1.   The Outlook password expires every 3 months. You may use the below link to change the Outlook password.

https://account.activedirectory.windowsazure.com/ChangePassword.aspx?BrandContextID=O365&ruO365=

4.2.   Alternatively, you may change it from the Web Outlook settings. Click on the top right-hand corner icon (your initials). Click on **My Account**.
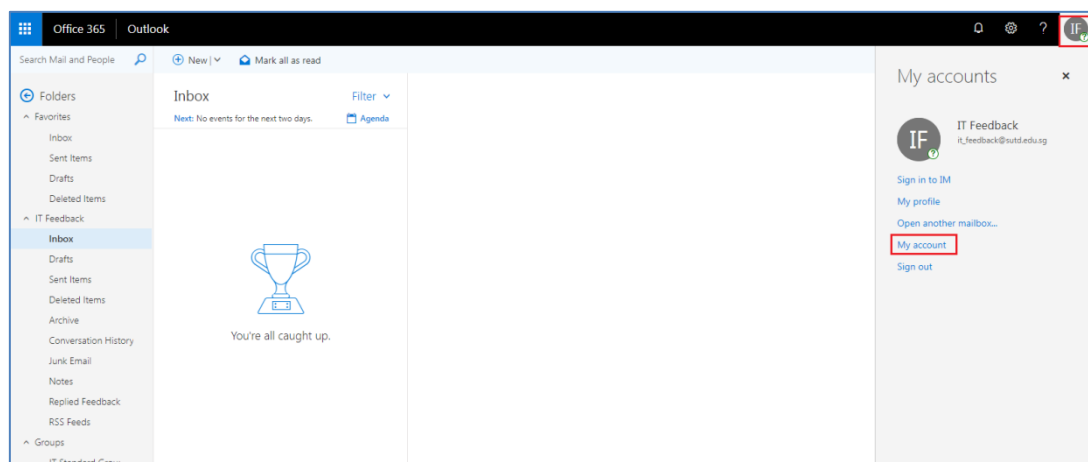
4.3.　On the left menu, click on **Security & privacy**. Then click "**Password**".
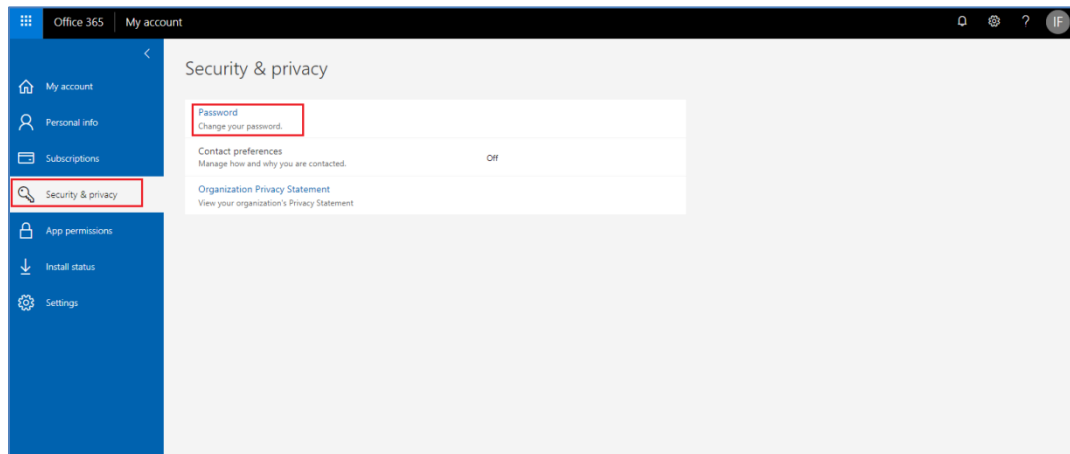
4.4.　You will be prompted to key in your old and new passwords. Key in accordingly and click **Submit**.

4.5.　You will be brought back to the main screen after successful password change.

　　　IMPORTANT: Please remember to update the new password on all devices that have been configured with Outlook access (e.g. Outlook client, mobile devices, etc.) after the password change.
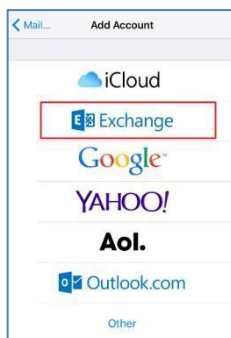
5.   Accessing Outlook from Mobile Devices

5.1.   There are 2 ways to access the Outlook from your mobile devices.

a)   Native iOS or Android Mail App

b)   OWA for iPhone / iPad or OWA for Android (downloaded from App Store or Play Store)
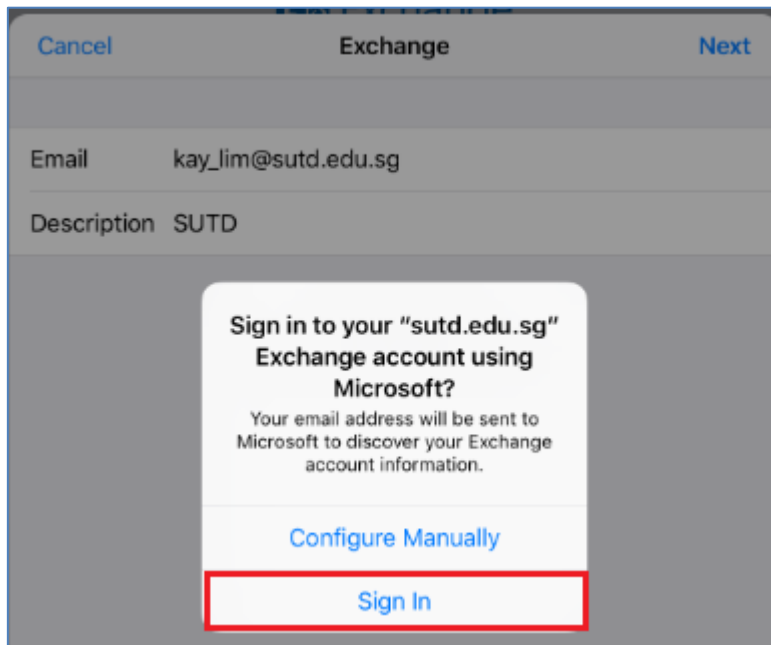
6.   Accessing Outlook from Native Apple iOS Mail App

6.1.   Go to **Settings** -> **Accounts & Passwords** -> **Add Account** -> **Exchange**
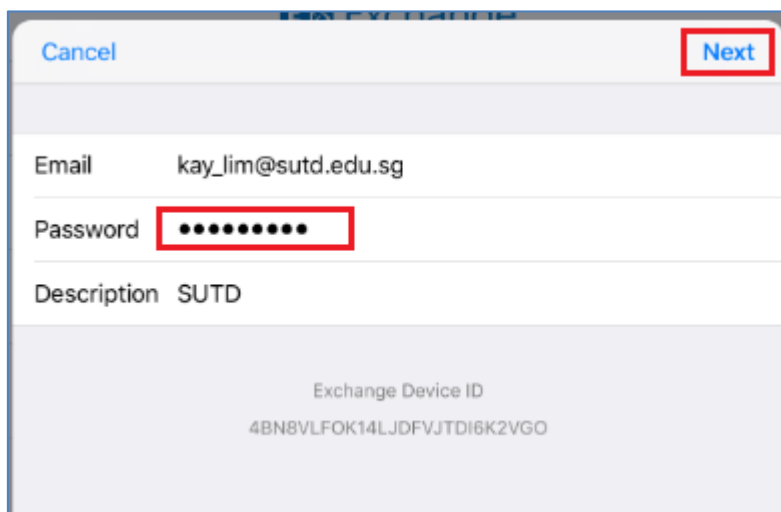

6.2.   Key in your email account and credentials. Key in **SUTD** under the description. Click **Next**.
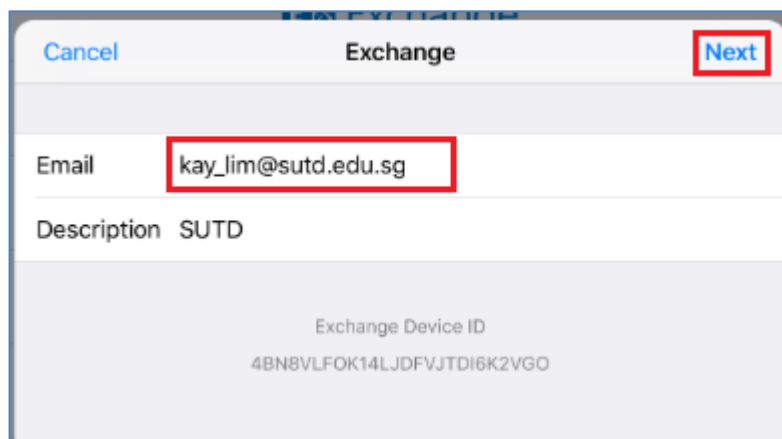
6.3.   Click **Sign In**

6.4.   Key in your password and click **Next.**

6.5.   If the following screen appears, key in your credentials and **outlook.office365.com** as the server. Click **Next**.

6.6.   Select the items that you would like to access. (E.g. Mail, Calendars). Click: "**Save**".

6.7.   The mailbox will be created and you will be able to see the SUTD Mailbox.

7.   Accessing Outlook from Native Android Mail App

7.1.   Go to **Settings** ->**Account** -> **Add New Account** -> **Exchange Active Sync.**
Key in your email credentials and select **Manual Setup** (if any).

7.2.   As the settings for various brands of android phones are displayed differently, below is the information for the standard fields required to set up the mail:

a)   **Domain\Username**: Your email address (e.g. kay_lim@sutd.edu.sg)

b)   **Password**: Your email password

c)   **Email address**: Your email address (e.g. kay_lim@sutd.edu.sg)

d)   **Server**: outlook.office365.com

8.   Accessing Outlook from OWA for iPhone / iPad / Android

8.1.   Outlook Web Access (OWA) apps can be downloaded from the Apple App Store or Google Play Store to access to your outlook mails or calendar. To access, you will need to key in your email credentials.

8.2.   Please access the following official links for installation and set up:

a) OWA for iPad and OWA for iPhone:
https://support.office.com/en-us/article/OWA-for-iPad-and-OWA-for-iPhone-7edbf8c6-1a0e- 4be8-a374-2809e754eaaf

b) OWA for Android
https://support.office.com/en-US/article/OWA-for-Android-B7EED4E7-BF5A-4B7E-9C76- 74AADDA44FD5