Apple iPhone, iPad, iPod Touch: Setting up a Live@edu
(JMU @dukes student e-mail) Account

1. If this is the first e-mail account on your iPhone, iPad or iPod Touch, tap Mail.
   a. Otherwise, tap Settings > Mail, Contacts, Calendars > Add Account.
2. Tap Exchange.
3. Tap in the E-mail box and enter your full e-mail address (for example, your e-ID@dukes.jmu.edu).
4. Tap in the Username box and enter your full e-mail address again.
5. Tap in the Password box and enter your @dukes.jmu.edu e-mail password.
6. Optionally, tap in the Description box and enter a short description for the account.
7. Tap Next on the upper right corner of the screen.

8. Tap in the Server box and enter your server name (determine your server name, as follows):
   a. Sign into your @dukes e-mail account at www.outlook.com.
   b. After you sign in, click the drop-down arrow next to the Help question mark, and then click About.
   c. Find the server name listed under External POP setting or Internal POP setting.
      i. If your server name is in the format podxxxxx.outlook.com then your Exchange ActiveSync server name is m.outlook.com.
      ii. The Apple iPhone running software version 3.0 requires you to use an alternate server name. To find that server name, sign in to your account at the following address: https://pod51000.outlook.com/owa/. After you sign
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in successfully, the address you entered will resolve to an address that contains the server name you need to use. For example, if the address resolves to https://pod51005.outlook.com/owa, enter pod51005.outlook.com for your server name.

9. Tap Next

10. **Choose the type of information you want to synchronize.** By default, Mail, Calendar, and Contacts are all turned on. To turn off synchronization for a type of information, tap and slide the switch to OFF.

11. Tap **Save**.

If you're prompted to create a new passcode, tap **Continue** and enter a numeric passcode. You'll need to enter the passcode twice.

**Caution:** *If you tap Close, you'll need to configure your passcode in the iPhone Settings application before you can view your information on your iPhone.*

Please report any needed documentation changes to helpdesk@jmu.edu. Indicate document name, step number and change required. Thank you.

Sincerely,

JMU Computing HelpDesk