Instructions
BFH Office365 e-mail synchronisation set up

06.2021/sdm10

Introduction

This guide explains how to configure the e-mail synchronisation of BFH Office365 cloud mailboxes on private devices.

We recommend using the "Microsoft Outlook" application to connect your mailbox, as it is best integrated into the BFH systems. The application is available free of charge for all BFH members.

Synchronisation is also possible with alternative e-mail applications. You can find these under the respective subheadings.

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1  iPhone iOS «Microsoft Outlook»

Install Microsoft Outlook from the AppStore.

Enter your abbreviated e-mail address (e.g., abc1@bfh.ch). Your abbreviation is your BFH username, which you received when you first entered the school.

Select «Add Account».

Enter your details here as shown in the screenshot:

E-mail address: [abbreviation]@bfh.ch

Password: Enter your personal BFH password.

Description: an example would be «BFH».

Then confirm with «Sign In». 
Enter your BFH password again and confirm with "Sign In".

Multifactor authentication, MFA:

Confirm access to your account with the additional factor you have chosen (usually the MS Authenticator app on your smartphone). Further information and instructions on MFA can be found here: bfh.ch/MFA/EN

The configuration is now complete.
1.1 iPhone iOS «Default App»

Go to settings and select «Mail».

Then click on «Accounts».

Select «Add Account».

**Important note:**
If you already have a BFH account, you must delete it first!
Select «Microsoft Exchange».

For «e-mail», enter your BFH abbreviated e-mail address: e.g., abc1@bfh.ch

Description:
You could write «BFH» here, but this is up to you. This information is solely used to differentiate between multiple accounts.

Select «Sign In».

Then the login screen appears, enter your BFH password.

After signing in, you must authenticate yourself with your additional factor (MFA).
Select the services you want to synchronise.

If you want to synchronise the contacts, you must select "Keep on My iPhone", otherwise these will be synchronised with the BFH account and deleted on your smartphone.

The app will then start to synchronise.

You can define the synchronisation period in the e-mail settings.

Please note that it takes a few minutes for the synchronisation to start and finish.
2 MacOS «Outlook for Mac»

Log on to office.com with your abbreviated e-mail address (e.g., abc1@bfh.ch) and your personal BFH password.

Download and install the Microsoft Office package for Mac.

Start the Outlook app.

Enter your BFH abbreviated e-mail address (e.g., abc1@bfh.ch) and select «Next».
Enter your BFH abbreviated e-mail address and your BFH password again and confirm with «OK».

Enter your BFH password and confirm with «Sign In».

Multifactor authentication, MFA:
Confirm access to your account with the additional factor you have chosen (usually the MS Authenticator app on your smartphone). Further information and instructions on MFA can be found here: bfh.ch/MFA/EN
The configuration is now complete.
3 Android «Microsoft Outlook»

Install Microsoft Outlook from the Playstore and select «Add Account» in the app.

On the login page, enter your BFH abbreviated e-mail address (e.g., abc1@bfh.ch).

Select «Next».
Enter your BFH password and select «Sign In».

Multifactor authentication, MFA:
Confirm access to your account with the additional factor you have chosen (usually the MS Authenticator app on your smartphone). Further information and instructions on MFA can be found here: bfh.ch/MFA/EN
Select «Maybe Later».

The configuration is now complete.
3.1 Android « Default App»

Open the default app on your smartphone.

Note that the print screens may vary depending on the version of your operating system.

Select «Exchange».
If you have the option Office365, please always choose Office365.

Enter your BFH abbreviated e-mail address (e.g. abc1@bfh.ch) and click «Next».

Enter your personal BFH password.
Multifactor authentication, MFA:

Confirm access to your account with the additional factor you have chosen:
- Open your Microsoft Authenticator app or
- your SMS for the verification code.

Further information and instructions on MFA can be found here: bfh.ch/MFA/EN

Select «Allow» to agree to the e-mail and calendar permissions.

In the setting «time period for calendar synchronisation» we recommend selecting «All E-mails».

Confirm with «OK».
Click «Activate».

Enter any name for your account here (e.g., BFH).

Click «OK».

Wait until the mail/calendar/contacts are fully synchronised. This can take several minutes.

The configuration is now complete.
Sign in to [office.com](https://office.com) with your BFH abbreviated e-mail address (e.g., [abc1@bfh.ch](mailto:abc1@bfh.ch)) and your BFH password to download the Microsoft Office package.

During installation, you will be asked to enter your BFH abbreviated e-mail address and your BFH password. This will automatically connect your BFH mailbox and no further steps are necessary.

If you are using a pre-installed version of Microsoft Outlook, follow the next steps.

Start Outlook and select File > «Add Account».

Enter your BFH abbreviated e-mail address and select "Connect".
Enter your BFH password and select «Sign In».

**Multifactor authentication, MFA:** Confirm access to your account with the additional factor you have chosen (usually the MS Authenticator app on your smartphone). Further information and instructions on MFA can be found here: [bfh.ch/MFA/EN](http://bfh.ch/MFA/EN)

Select «Process Completed».

Then restart «Microsoft Outlook».

The configuration is now complete.
## 5 Troubleshooting

### Important prerequisite: Multifactor authentication MFA
To use Outlook on your private devices, you must be registered for multifactor authentication MFA. Further information and instructions on MFA can be found here: [bfh.ch/MFA/EN](http://bfh.ch/MFA/EN) and here: [intranet.bfh.ch/MFA/EN](http://intranet.bfh.ch/MFA/EN).

### Username / BFH abbreviated e-mail address
Your username or your abbreviation is made up of the letters of your first and last name followed by a number and is used for authentication at BFH IT services (e.g., Office login, BFH computer).

**example**
- for employees: abcl
- for students: abcd1

To log in to any Microsoft service, you need your BFH abbreviated e-mail address – i.e. [your username]@bfh.ch.

**example**
- for employees: abcl@bfh.ch
- For Students: abcd1@bfh.ch

### Default Mail App / Gmail on Android
Another option on Android – besides the default apps – is Gmail and Google Calendar. Gmail should work everywhere, as this is built into Android and not modified by the device manufacturer.

The setup with Gmail is identical to the instructions for the default app.

### Manual configuration
Use the parameters below to set up apps not described in this guide.

- **E-mail address:** your BFH e-mail address
- **Username:** [username]@bfh.ch / your BFH abbreviated e-mail address, e.g., abcl@bfh.ch
- **Password:** your BFH password
- **Server:** outlook.office365.com
- **IMAP:** Port 993, SSL/TLS, Authentication OAuth2
- **SMTP:** Port 587, STARTTLS, Authentication OAuth2

### Note
The screenshots in this guide can vary depending on the version of your operating system.

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**Contact IT ServiceDesk**
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Ticket: servicedesk.bfh.ch
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**Further information**
[bfh.ch/support/EN](http://bfh.ch/support/EN)
[bfh.ch/MFA/EN](http://bfh.ch/MFA/EN)
[intranet.bfh.ch/email/EN](http://intranet.bfh.ch/email/EN)