

# Troubleshooting Common Office 365 Education Mobile Email Issues



The Outlook app for Android, iOS, and Windows is the recommended application for mobile email.

## Problem

- My email doesn't update anymore.
- My email says it has connection issues.
- I can't access my email on my Mobile App.

## Solution

Sometimes if a password is incorrect, expired or settings were not properly added, your email could eventually and randomly fail.

If your email no longer connects you will want to:

1. [Change your Office365 Education password at cams.missouristate.edu](https://cams.missouristate.edu).
2. Check your email settings with our [setup guide on experts](#).
3. Remove your email account on your phone and re-add it, while using the [Experts Guide for your device](#).

## Related articles:

- [How to Email Your Class for Faculty](#)
- [How to Forward an Email as an Attachment](#)
- [Troubleshooting Spam and Phishing Emails](#)
- [How to forward Microsoft Outlook to a Personal Email](#)
- [How to Set Up Office 365 Education Email on Your iOS Device](#)

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For questions or comments, contact the Computer Services Help Desk  
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