ITS recommends a manual configuration of email on Android devices.
You will need to remove the old account configured for Canisius Exchange.
Not all Android devices use the standard Android Mail app, so your device may be different.
Settings are as follows:
Email: user@canisius.edu
Password: your Canisius password
Domain/username: canisius\user OR canisius\user@canisius.edu
Server: outlook.canisius.edu
The following screenshots are from an Android 9 device.