

## Configure your iPad / iPhone / iPod Touch

1. Open **Settings**
2. Tap the **Mail, Contacts, Calendars** icon
3. Tap on **Add Account**
4. Select **Microsoft Exchange**
5. Enter your Exchange email address in the "Email" field (ex. jane\_doe@urmc.rochester.edu)
6. Enter your URMIC password in the "password" field
7. Enter **URMC** in the description field
8. Tap **Next**
9. The device will try to verify the Exchange server
10. Enter **mail.urmc.rochester.edu** in the Server field
11. Enter **urmc-sh** in the Domain field
12. Enter your **Active Directory Username** in the Username field (the username used to access your email)
13. Tap **Next**
14. It should then verify all fields.
15. On the Synchronization screen, set your preferences. Tap **Save** and you are done.

## Configure your Android Device

*Keep in mind there are many different Android devices. These exact steps may not match your device, but the settings should be consistent.*

1. Configuring URMIC email on a mobile device requires the device to be encrypted. If the user is uncomfortable with applying ISD's security settings (encryption) to the entire device recommend other options such as Nine Mail2. This type of app partitions itself from the rest of the system and the security settings only apply to that partition. (Divide, another popular option, is no longer supported or update by the creator). If there is a problem encrypting the phone or, more likely, the SD card, they may have to use Nine Mail.
2. You can either go to the **Settings** app → **Accounts** → **Add Account** or go into **Settings** in their preferred e-mail app and tap **Add Account**.
3. Select the option containing the text (Microsoft) Exchange or ActiveSync. It may be worded slightly differently depending on the device or OS. On older devices/OSes, the account type was Corporate Email.
4. Initially it will ask for the email address and password. If the option is there, choose Manual Setup. You can usually find it below the password field on the right. Otherwise, you will have to wait for the setup attempt to time out before it moves to the manual setup.
5. Android OS makes some assumptions based on the email address, which are wrong for our system.
6. Username: It assumes it is the part before the "@" symbol. **Change it to their AD username.**
7. Server: It assumes it is the part after the "@" symbol. Add "mail." to the beginning. The full server address is **mail.urmc.rochester.edu**.
8. Domain: **URMC-SH** Sometimes it is a separate field, sometimes it needs to go before the username. If you do not see a separate field, it likely needs to go before the username. If you empty the username field, the placeholder text will show what is required.
9. You can leave all other settings at their defaults.
10. After the initial handshake to the server is successful, it will want to push security settings. If the user is fine with the settings, accept them and proceed.

11. The security settings will initiate encryption of the device if it is not already encrypted. Usually it requires the battery to be at least 80% charged or plugged in. If it cannot encrypt right then, let the user know that once they plug in their phone, encryption will start and they can access their email once encryption finishes.

## **Configure your Windows Mobile Device**

1. Go to **Settings/email+accounts** and select **add an account**
2. Tap Outlook
3. Under **Account name** line enter **URMC**
4. In the user name field enter your username
5. Enter your URMC password in the Password line
6. Enter **URMC-SH** in the Domain line
7. Enter **mail.urmc.rochester.edu** in the Server line
8. Verify the box for "Server requires encrypted (SSL) connection is checked"
9. Tap the check box to complete