

MOBILE DEVICE EMAIL SET-UP

FACULTY, STAFF, STUDENTS AND SPONSORED GUESTS

Configuring Catmail on a iPhone or iPad:

1. On the iPhone, go to Settings.
2. Go to Mail, Contacts, Calendars.
3. Go to Add Account.
4. From the list of account types, select Microsoft Exchange.
5. On the following screen type:
 - Email: OHIOID@ohio.edu
 - Password: your OHIO ID password
 - Description: You can leave this as the default, or you can call it something like "Catmail."
6. Click Next. There will be a delay while your iPhone talks to the server and checks these settings.
7. On/Off sliders for Mail, Contacts, and Calendars will appear. Verify the options you want to sync with your phone.
8. Click Save.
9. When choosing how often to Fetch New Data, select "Push" rather than choosing a specific interval to fetch new messages. Push automatically downloads new items when they appear on the server, and if nothing new is there, then no sync happens. This saves on battery life and data plan usage.

You should be able to access your Catmail e-mail under the iPhone Mail application immediately. If you had already configured another e-mail account on your iPhone, you will need to click the back arrows located at the top-left of the Mail window to get out to the account selection screen.

Contacts and Calendars are accessed separately, through the respective iPhone applications. After setup, allow a few minutes for the data for these to synchronize.

Recommended Steps for iCloud

If you have iCloud enabled on your iOS device(s), we strongly recommend turning of iCloud syncing for items that Catmail provides:

1. Go to Settings.
2. Choose iCloud.
3. Turn off the following items:
 - Mail
 - Calendars
 - Contacts
 - Reminders
 - Notes



4. If your device asks you to Keep or Delete any information, choose Keep.

HOW TO DELETE AND RE-ADD YOUR IOS PROFILE:

If you recently upgraded to Catmail, or if your Catmail account is having issues syncing with your device, try deleting your profile and then re-adding it.

Configuring CatMail for Android and other mobile devices:

The following settings will work for Android, Windows Mobile, Kindle Fire, Blackberry* OS 10.x, and other non iOS devices. Specific devices and OS flavors may use slightly different names for your email account preferences.

**Your Blackberry needs to support "Exchange ActiveSync." Older Blackberries that require the use of a "BES" server are not compatible with Catmail.*

Account Type: **Exchange**
Server: **outlook.office365.com**
Username: **Your email address** (OhioID@ohio.edu format)
Password: **Your OHIO password**
Security: **Use SSL**

HOW TO DELETE & RE-ADD YOUR PROFILE: SAMSUNG ANDROID & MOTOROLA ANDROID.

1. On your device, create a new email/calendar account. This will likely be located somewhere in your device's settings, preferences, or control panel.
2. If prompted for the service type, select Microsoft Exchange.
3. Use the following server settings:
 - Domain/Username: **OHIOID@ohio.edu**
 - Server: **outlook.office365.com**
 - Password: **your OHIO ID password**
4. Most devices let you choose whether to sync Mail, Contacts, and Calendars. Verify the options you want to sync with your phone.
5. If given the choice for how often to check for new items, select "Push" rather than specifying a specific interval to fetch new messages. Push automatically downloads new items when they appear on the server, and if nothing new is there, then no sync happens. This saves on battery life and data plan usage.
6. On/Off sliders for Mail, Contacts, and Calendars will appear. Verify the options you want to sync with your phone.

If you recently upgraded to Catmail, or if your Catmail account is having issues syncing with your device, try deleting your profile and then re-adding it:

