

Accessing your ITCS Exchange email through Gmail and Mobile Devices

Gmail

Users who prefer to read their ITCS Exchange email in their Gmail account can do so by configuring Gmail to pull their email from the Exchange system. This will let you read email and see meeting invitations; however you will still need to connect to the Exchange system to view/update your ITCS Exchange calendar. The basic settings required are:

Server:	exchange.umich.edu
Protocol:	POP3 over SSL
Port:	995

***WARNING*:** By configuring Gmail to access your ITCS mailbox, you will be trusting Google with your Active Directory username and password and everything these credentials have access to. If you are not comfortable with this, do NOT configure your email this way.

Log into your Gmail account.

In the upper right corner, click on **Settings**.

In the settings window, click on the Accounts tab.

In the section *Get mail from other Accounts*, click on Add another mail account.



@gmail.com | Settings | Older version | Help | Sign out

In the *Add a mail account* window, enter your ITCS Exchange email address. It should be of the form *username@umich.edu*.

Click on Next Step.

Add a mail account
Enter the email address of the account to get mail from (Note: You may add 5 more accounts)
Email address: usemame@umich.edu
Cancel Next Step >

Under *Enter the mail settings for* ... the Username field should already be populated. Fill in the following fields:

Password: your Active Directory password

POP Server: exchange.umich.edu

Port: 995

Make sure *Always use a secure connection (SSL) when retrieving mail* is checked.

Add a mail account					
Enter the mail settings for username@umich.edu. <u>Learn more</u>					
Email address:	username@umich.edu				
Username:	usemame				
Password:	Nobelookielek				
POP Server:	exchange.umich.edu	Port: 995			
	Leave a copy of retrieved message of	on the server. <u>Learn more</u>			
V	Always use a secure connection (S Learn more	SL) when retrieving mail.			
	Label incoming messages: usema	me@umich.edu 🔽			
	Archive incoming messages (Skip t	ne Inbox)			
	Cancel « Back Add Acc	ount >			

Optional: *Leave a copy of retrieved message on the server* – If checked, the message will not be deleted from the ITCS Exchange account when Gmail retrieves it. You will have to manually delete messages from the ITCS Exchange system to keep from going over your storage quota.

Optional: *Label incoming messages* – If checked, mail from your ITCS Exchange account will automatically be labeled in Gmail with the label you choose.

Click on Add Account.

If your settings and password are correct, you should see a window stating that your account has been added.

If you wish to send mail from Gmail using Your mail account has been added. your @umich.edu email address, select Yes, and You can now retrieve mail from this account. Would you also like to be able to send mail as username@umich.edu? click Next Step. (If not, click No, and close the window. You are finished configuring Gmail Yes, I want to be able to send mail as username@umich.edu NO (you can change this later) to retrieve your ITCS Exchange email.) Next Step > In the Add another email address window, enter Add another email address your full name as you would like it to appear in Enter information for another email address. (your name and email address will be shown on mail you send) messages you send. Click Next Step. Name: Full Name Email address: username@umich.edu Specify a different "reply-to" address (optional) Cancel Next Step > You will be prompted to verify your email Add another email address address. Click on Send Verification to have Verify your email address Gmail send a verification message to your Before you can send mail as username@umich.edu, we need to verify that you own @umich.edu account. this email address. To perform the verification click "Send Verification". We will then send an email to username@umich.edu with instructions on how to verify your address. Cancel « Back Send Verification

Check you inbox for the verification message from Gmail. It may take a few minutes to arrive. Once you have the message, click on the verification link in the email to enable sending mail using your @umich.edu address as the "From" address.

Close the Add another email address window.

Blackberry

The information presented here is based on the popular 8100 and 8800 models. You may need to adapt these instructions to work with your model.

Configuring for Exchange

Before attempting to configure for the ITCS Exchange Service, please have an authorized signer for the U-M billing account complete the form at <u>https://www.itcs.umich.edu/exchange/blackberry-service.php</u>.

Once you receive a **BlackBerry enterprise activation password** from **BESAdmin** you can activate your BlackBerry for the ITCS Exchange Service.

Note: Your temporary activation password expires 48 hours after you receive it.

From the Home screen, select the Applications icon.

Select Options.

In the Options screen, select Advanced Options.

In the Options-Advanced screen, select Enterprise Activation.

In the Enterprise Activation screen:

- enter your e-mail address. •
- enter the activation password you received. •
- click your device's Menu key and select Activate. •

As the BlackBerry server sets up communications, you will receive a temporary e-mail. Once established, the e-mail will disappear.

The server will require you to create a new password. The minimum length is four characters. It does not have to be your Exchange password.

Searching the Global Address Book (GAL)

From the Home screen, select Address Book.



Options - Advanced	
Applications	
Browser	
Browser Push	
Default Services	
GPS	
Host Routing Table	
Maps	
Service Book	

PIN:

2008

Enterprise Activation

Email: bjensen@umich.edu Password: *****

Desktop: Activated On Sep 16,

304303CB







About

Bluetooth Date/Time



In the Address Book window, click the Menu key then select Lookup.

In the **Lookup** field:

- enter a *uniqname* or name (last, first).
- click Enter.
- Select the correct name from the search results.

Deleting Messages

When you delete a message, it is not removed from the BlackBerry server where it takes up unnecessary space. To remove deleted messages from both your device and the server at the same time:

From the Home screen, select the Applications icon.

Select Messages.

In the Messages screen, click your device's Menu key and select Options.

In the Messages Options screen, select Email Reconciliation.

In the Email Reconciliation window:

- click the **Trackball** to activate the **Delete On** pulldown menu.
- select Mailbox & Handheld.
- click **Menu** and select **Save**.

Security Settings

Device Lockout

By default, if there is no activity on your device for 15 minutes, you must re-enter your password. However, if your Black Berry operating system is 4.2 or later, you can set the delay for up to 8 hours. Earlier versions are limited to no more than a 1 hour delay. Please refer to your device's user guide for complete information.

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Email Reconci	Handheld
Delete On:	
Wireless Recond	Prompt
On Conflicts:	Mailbox Wins



Device Wipe

Device wipe refers to removing all the data stored on the device. Should you lose your device, the ability to wipe it protects your sensitive information.

NOTE: Data stored on an external memory card inserted in the device does not get wiped.

There are two ways your device can be wiped:

- Someone enters your PIN or password incorrectly eight times in a row.
- Authorized by the owner, an ITCS Exchange administrator can remotely wipe the device.

Call (734) 764-HELP [764-4357] option 2. Identify yourself to an ITCS consultant, who will then contact an Exchange system administrator to perform the wipe. Depending on when you call, wiping your device may take at least 24 hours.

iPhone or iPod Touch

Depending on your location, you may be asked to join a network. The joining and authentication may happen at different times.

Automatic Configuration

CAUTION! Following these steps will replace your device's Contacts list with your Exchange Contacts list. If you do not wish this to happen, use the Manual Configuration method.

Using Safari on your device, go to <u>http://www.umich.edu/~lannos/exchange/iphone/exchange.mobileconfi</u> g

When prompted to install a profile, tap Install.

If you have not previously authenticated to the network you are using, you will be asked to do so.

In the *profile warning* dialog box, tap **Install Now**.

If you already have a passcode, you may be asked to enter it.

In the Enter Email window, enter your e-mail address and tap Next.







In the **Enter Username** window, enter *"umroot\"* followed by your *uniqname*. Tap **Next**.

In the **Enter Password** window, enter your Active Directory password and tap **Next**.

In the Profile Installed window, tap Done.

If you do not already use a passcode you will need to create one.

In the New Passcode Required dialog box, tap Continue.

In the **Set Passcode** window create a passcode by entering **at least 4 numbers**, then tap **Next**.

When prompted, re-enter your passcode and tap Next.

Congratulations! You're ready to use your profile. From your Home window, select **Mail** to access your Exchange account.

Manual Configuration

On your home screen, tap Settings.





Cancel Enter Username

Next



....

In the Settings window, select Mail, Contacts, Calendars.



In the Mail, Contacts, Calendars, select Add Account

In the Add Account window, select Microsoft Exchange.

In the **Exchange** window:

- in the *Email* field, enter your e-mail address.
- in the *Domain* field, enter "umroot"
- in the Username field, enter your uniqname.
- in the Password field, enter your Active Directory password
- the *Description* field will automatically have your e-mail address. To change the entry, tap on the field and enter your preference.

Tap Next.

You will receive an *Unable to Verify Certificate* dialog box. Tap **Accept**.

Verify the summary information, then tap Next.

Cancel	Exchange
Email	bjensen@umich.edu
Domain	umroot
Username	bjensen
Password	•••••
Description	biensen@umich.edu



In the synchronize window, select the items you want to synchronize. **Warning!** If you have a Contacts list already in your device and do not want it replaced with your Exchange Contacts, do not turn Contacts on.

Tap Save.

If you do not already use a passcode, you will be required to create one. In the *New Passcode Required* dialog box, tap **Continue**.

In the **Set Passcode** window, create a passcode by entering **at least 4 numbers**, then tap **Next**.

When prompted, re-enter your passcode and tap Next.

Congratulations! You're done. From your Home window, select Mail to access your Exchange account.

Searching the Global Address List (GAL)

On your home screen, tap Contacts.

In the All Contacts window, tap Groups.

In the **Groups** window, under *Directories*, tap the name you gave your Exchange account.









Groups	
Exchange (Exchange)	
All Contacts	>
Directories	
Exchange	>

In your Exchange account window, enter the **uniqname** or **name (last, first)** of the person you want to find in the *Search Directory* field.

Tap Search.

Select the person from the search results.

Security Settings

Device Lockout

If there is no activity on your device for 15 minutes, you must re-enter your password. You can set the device lockout delay for up to 4 hours. Please refer to your device's user guide.

Remote Device Wipe

Remote device wipe refers to removing all the data stored on the device when it is not with you. Should you lose your device, the ability to wipe it protects your sensitive data.

Note: Data stored on an external memory card inserted in the device does not get wiped.

There are two ways the device can be wiped:

• Contact a system administrator can remotely wipe the device.

Call (734) 764-HELP [764-4357] option 2. Identify yourself to the ITCS consultant, who will then contact an Exchange system administrator to perform the wipe. Depending on when you call, wiping your device may take at least 24 hours.

• Wipe the device from webmail.

Log on to Outlook Web Access (OWA). Click **Options**.

Address Book	Doptions @	Log Off
	Received -	Size
	9/25/2008 9:20 AM	3 KB
	9/25/2008 9:20 AM	35 KB
	9/25/2008 9:19 AM	35 KB
	9/25/2008 9:15 AM	33 KB

Under Options, select Mobile Devices.

Mail Calendar Contacts Regional Settings Messaging Junk E-Mail Calendar Out of Office Assistant Change Password Accessibility	Office Outlook Web Access
Calendar Contacts Regional Settings Messaging Junk E-Mail Calendar Out of Office Assistant Change Password Accessibility	🚖 Mail
Contacts Regional Settings Messaging Junk E-Mail Calendar Out of Office Assistant Change Password Accessibility	Calendar
Regional Settings Messaging Junk E-Mail Calendar Out of Office Assistant Change Password Accessibility	Contacts
Junk E-Mail Calendar Out of Office Assistant Change Password Accessibility	Regional Settings Messaging
	Junk E-Mail Calendar Out of Office Assistant Change Password Accessibility

Groups	Exchange	
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In the **Mobile Devices** window, select your device and click *Wipe All Data from Device*.

In the confirmation dialog box, click **OK**.

Mobile Devi	ces	
Manage your mobile dev	ices here.	
You can remove devices	that you are no longer using. If you fo	raet vour d
device wipe to protect y	our information.	
device wipe to protect y To add a new device, be	gin a partnership with Microsoft Excha	nge from ti
device wipe to protect y To add a new device, be Remove Device from Lis	gin a partnership with Microsoft Excha	nge from ti
To add a new device, be Remove Device from Lis Device	gin a partnership with Microsoft Excha	nge from ti Status

Under Status, you'll see *Pending Wipe*, meaning it's in progress. This process may take hours because it performs a secure wipe.

When the wipe is complete, you'll receive a confirmation e-mail message.

Remove Device from List Wipe All Data from Device			
Device	Last Sync Time 👻	Status	
O iPhone	Thu 9/25/2008 5:52 AM	Pending Wipe: Command issued Thu 9/25/ Note: You will receive an e-mail message	

Prior to re-syncing your device for Exchange, select your device and click *Remove Device from List*.

In the confirmation dialog box, click **OK**.

Mobile Devi	ces	
Manage your mobile dev	ices here.	
You can remove devices	that you are no longer using. If you fo	rget your de
device wipe to protect y	our information.	
device wipe to protect y To add a new device, be	our information. gin a partnership with Microsoft Excha	nge from th
device wipe to protect y To add a new device, be <u>Remove Device from List</u>	our information. gin a partnership with Microsoft Excha t Wipe All Data from Device	nge from th
device wipe to protect y To add a new device, be <u>Remove Device from List</u> Device	gin a partnership with Microsoft Excha t Wipe All Data from Device Last Sync Time ~	nge from th Status