

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.

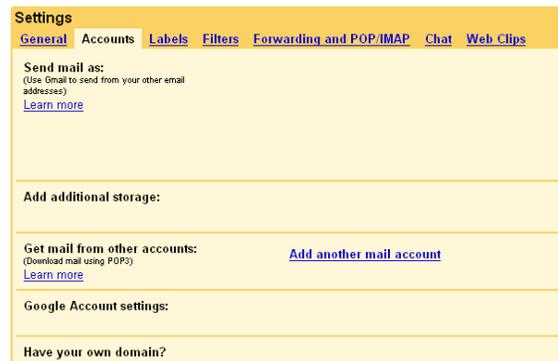
Log into your Gmail account.

[@gmail.com](#) | [Settings](#) | [Older version](#) | [Help](#) | [Sign out](#)

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

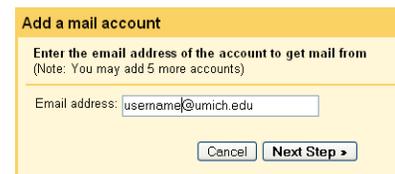
In the settings window, click on the **Accounts** tab.

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



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

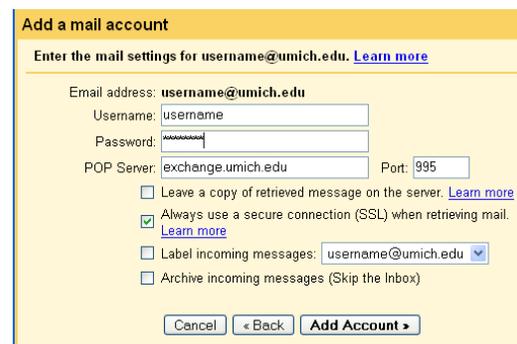
Click on *Next Step*.



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.



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.

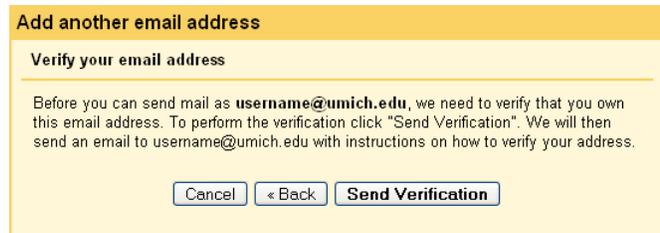
If you wish to send mail from Gmail using your *@umich.edu* email address, select **Yes**, and click **Next Step**. (If not, click **No**, and close the window. You are finished configuring Gmail to retrieve your ITCS Exchange email.)



In the *Add another email address* window, enter your full name as you would like it to appear in messages you send. Click **Next Step**.



You will be prompted to verify your email address. Click on **Send Verification** to have Gmail send a verification message to your *@umich.edu* account.



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 <https://www.its.umich.edu/exchange/blackberry-service.php>.

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.

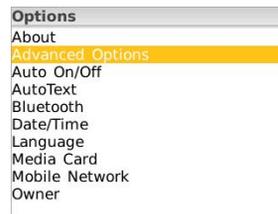
From the Home screen, select the **Applications** icon.



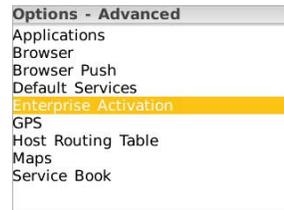
Select **Options**.



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**.



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



In the **Lookup** field:

- enter a *username* 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 BlackBerry 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.

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 <http://www.umich.edu/~lannos/exchange/iphone/exchange.mobileconfig>

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 *username*. 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**.



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 *unique*name.
- 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**.



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.



In your Exchange account window, enter the **username** 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.

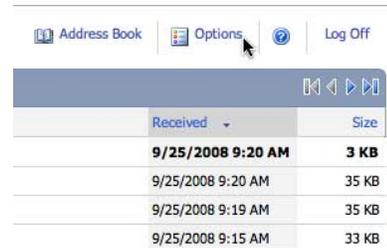
Remote Device Wipe

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.

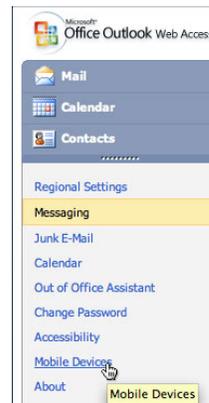
Note: Data stored on an external memory card inserted in the device does not get wiped.

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**.

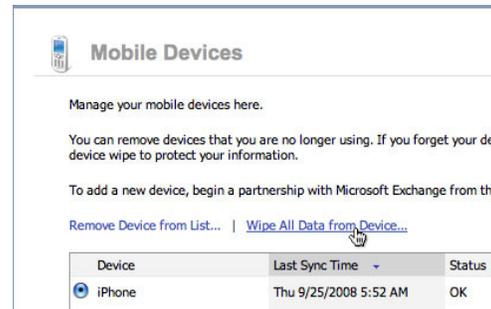


Under **Options**, select **Mobile Devices**.



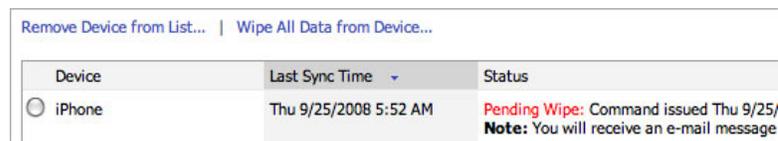
In the **Mobile Devices** window, select your device and click *Wipe All Data from Device*.

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



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.



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

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

