Mobile Devices

Center for Teaching and Learning (CTL)
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: umtech@memphis.edu
http://www.memphis.edu/umtech/ctl

12/5/2016
Table of Contents
General Information ........................................................................................................ 2
Purpose .......................................................................................................................... 2
Audience ....................................................................................................................... 2
Mobile Devices - University Email ............................................................................. 3
Apple (iPad, iPhone, etc...) ........................................................................................ 3
Blackberry .................................................................................................................... 4
Troubleshooting for Mobile Devices ......................................................................... 5
How can I get further Assistance? ............................................................................. 5
  Enter a Service Desk Ticket ...................................................................................... 5
Service Desk Request ................................................................................................. 7
  Submitting a Ticket .................................................................................................... 7
  Call the ITS Service Desk (901-678-8888) on a 24x7 basis ..................................... 7
Important Links .......................................................................................................... 7
General Information

Purpose

This documentation highlights features of University email, how to log in on mobile devices, and navigate throughout.

Audience

This documentation is designed for University faculty, students and employees that will be using University email.
Apple (iPad, iPhone, etc...)

1. On your device, delete your current University Exchange email account. To delete:
   - Tap Settings > Mail, Contacts, Calendars
   - Select your Exchange account
   - Press the red Delete Account button

2. To recreate your Exchange account:
   - Tap Settings > Mail, Contacts, Calendars > Add Account > Microsoft Exchange

3. On the next screen, enter the information below and tap Next:
   - Email: username@memphis.edu (username is your full email address)
   - Username: username@memphis.edu
   - Password: your University of Memphis password
   * All other fields should be left empty/at their default

4. If the Server field does populate, tap Next and proceed to step 5.

   If the Server field does not populate, enter outlook.office365.com in the Server field.

   If your device still does not populate the Server field, please go to the troubleshooting section for additional information.

   **NOTES:** After entering the Server information, check to be sure all other fields have remained as entered in step 3. If a field has changed, be sure to re-enter it as stated in step 3.

   Tap Next.

5. Choose which type or types of data you would like to synchronize: Mail, Contacts, and Calendars.

   Tap Save to finish setting up your Exchange mail.
Email

Android
1. On the device, delete your current University email account.

2. Navigate to the screen to recreate your account (this should be completely new).

3. Due to the wide variety of Droid devices and operating systems, it is difficult to account for all situations. Use the following information below for your device and its fields as they are displayed (not all fields will be displayed on all devices).

4. For additional information contact your mobile carrier:

   - **Username:** username@memphis.edu
   - **Domain:** leave blank
   - **Email address:** username@memphis.edu
   - **Password:** your University of Memphis password
   - **Server:** outlook.office365.com

Android Troubleshooting:
- If these instructions do not work you will want to check your Android device's operating system. Because we are running the latest version of Exchange in the "cloud", it's **recommended your device have the latest Android Operating System (OS).**

- You can check this within your device by going to **Settings > About Phone.** The information should be located within this screen. If you have questions about your phone's OS or how to update your OS, contact your service provider.

Blackberry

Due to the wide variety of Blackberry devices and mobile carriers, it is difficult to account for all situations. Use the following information below for your device and its fields as they are displayed. For additional information contact your mobile carrier:

- **Username:** username@memphis.edu
- **Password:** your University of Memphis password
- **Server** (if needed): outlook.office365.com
Troubleshooting for Mobile Devices

- Some smartphone companies have pushed updates limiting phone capabilities with Microsoft email services (our email provider). Your email’s direct server URL (or POD number) can be found and added if other options have not been successful.

  - Instructions to find your server can be found on AskTOM. Once you know your server URL, use it as the server name in step 4 above (for both Apple and Android).

- Outlook.com provides additional information for all devices within its help center. Be sure to select links relating to Exchange Active Sync if available. If that choice isn’t presented for your device, use IMAP.

If you have now been able to get connected, great!

If you still couldn’t get connected, please be sure to have written down any error messages and proceed to the next section.

How can I get further Assistance?

You will need to have any error messages you’ve received while trying to login. Then contact the University Service Desk in one of two ways:

Enter a Service Desk Ticket

1. In an internet browser window go to the umHelpdesk login.

   ![Login to IT Service Desk](image)

   2. Login with your Username (UUID) and Password, click Log In.

   ![Login to IT Service Desk](image)
3. Click Request a Service.

4. Click arrow to left of Email to pen email ticket options.

5. Click Mail Client Configuration and Smartphone Setup.

6. Fill out the form and be sure to include any error messages. Click Submit when finished.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff and students. Upon completing the training covered in this course, faculty, staff and students are able to receive additional training help and resources. Such help can be located as follow:

Service Desk Request

Submitting a Ticket

- Login URL:
  - [https://umhelpdesk.memphis.edu](https://umhelpdesk.memphis.edu)
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.
- For additional inquiries, email the service desk at [umtech@memphis.edu](mailto:umtech@memphis.edu)

Important Links

- umTech - [memphis.edu/umtech/](http://memphis.edu/umtech/)
- Center for Teaching and Learning (CTL) - [memphis.edu/umtech/ctl/](http://memphis.edu/umtech/ctl/)
- Training and Documentation - [memphis.edu/umtech/teaching/events.php](http://memphis.edu/umtech/teaching/events.php)