Access University Email

Mobile Devices

Center for Teaching and Learning (CTL)
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: itstrainers@memphis.edu
Center for Teaching and Learning Website
Table of Contents

Apple (iPad, iPhone, etc...) ................................................................. 2
Android ............................................................................................. 3
  Android Troubleshooting ............................................................. 3
Blackberry ......................................................................................... 3
Troubleshooting for Mobile Devices .................................................... 4
How can I get further assistance? ..................................................... 5
  A. Enter a Service Ticket ............................................................ 5
  B. Call the Service Desk ............................................................. 7
Service Desk Request ........................................................................ 8
  Submitting a Ticket .................................................................... 8
  Call the ITS Service Desk (901.678.8888) on a 24x7 basis ............... 8
Important Links ................................................................................ 8
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 create 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 information, 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 of data you would like to synchronized: Mail, Contacts, and Calendars, etc.

   Tap Save to finish setting up your Exchange mail.
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. Using 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 devices operating system. Because we are running the latest version of Exchange in the “cloud”, it is 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 either Apple or 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 is not 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 message and proceed to the next section.
How can I get further assistance?

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

A. Enter a Service Ticket

1. In an internet browser window, go to umHelpdesk Login

![Login to IT Service Desk](image)

2. Login with your Username (UUID) and Password, click Login.
3. Click Request a Service.

4. Click the arrow to left of Email to open email ticket options.
5. Click **Mail Client Configuration and Smartphone Setup**.

![Image of umTech Service Desk]

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

B. Call the Service Desk

- The umTech Service desk can be reached at 901.678.8888.
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 follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link 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.

- If you do not receive a response from via the Service Desk Request Form after 24 hours, email The Center for Teaching and Learning, umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please provide your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation