Access University Email

Mobile Devices

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Apple (iPad, iPhone, etc...)

To delete your Exchange email account
1. Tap **Settings > Accounts and Passwords**
2. Select your **Exchange** account
3. Press the red **Delete Account** button at the bottom of the page

To create your Exchange email account
1. To create your Exchange account
   - Tap **Settings > Accounts and Passwords > Add Account > Microsoft Exchange**
2. On the next screen, enter the information below and tap **Next**:
   - **Email/username**: username@memphis.edu (username is your full email address)
   - **Description**: This is what the account will be called in your mail
3. Tap **Next**
4. Select **Configure Manually**
5. Enter your password
6. Tap **Next**

   *Note: 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.*
7. Enter your username (the first part of your university email)

   *Note: 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.*
8. Tap **Next**

9. Choose which type of data you would like to synchronized: Mail, Contacts, and Calendars, etc.

10. 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 Android 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):
   - Username: username@memphis.edu
   - Domain: leave blank
   - Email address: username@memphis.edu
   - Password: your University of Memphis password
   - Server: outlook.office365.com
4. For additional information, contact your mobile carrier.

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.

Note: Android systems so not accept the underscore (_) as a character in passwords.

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

2. Login with your Username (UUID) and Password, click Login.
3. Select the *Email and Collaboration* tile.

4. Select *Mail Client Configuration/Smartphone Setup* from the tiles to reveal the request form.
5. Click the Mail Client Configuration/Smartphone Setup form link.

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.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

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