



Access University Email

Mobile Devices

umTech

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: umtech@memphis.edu

[umTech Website](#)

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Purpose

This training material highlights how to set up email on mobile devices.

Audience

University of Memphis faculty, staff, or students that will be setting up email on mobile devices.

Configuring Mobile Devices

Mobile Devices Could Require Email Reconfiguration for Native Mail Client

If you use a current version of the Outlook app on your mobile phone, the authentication should work without any changes on your part.

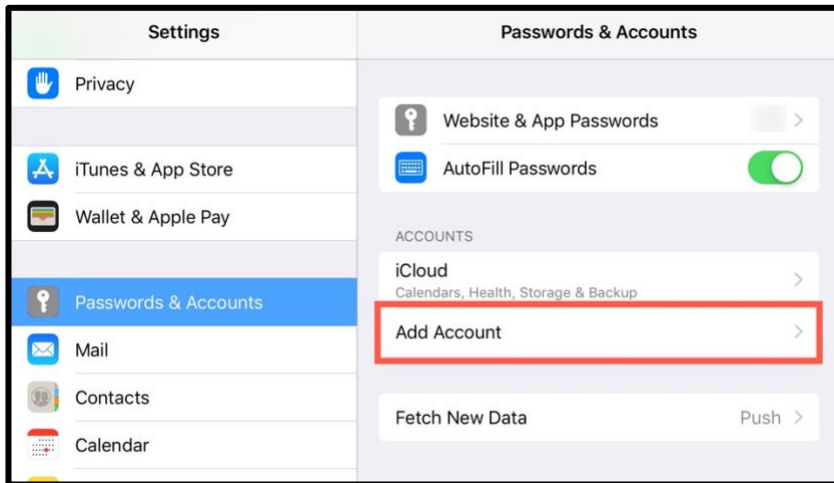
If you use the native email client for your Android or iOS device, you may need to remove your University Exchange email account from your device and add it again to authenticate with single sign on. **Note:** *Information Technology Services (ITS) made configuration changes to improve Microsoft Office 365 email security. Many applications use SMTP, POP, and IMAP to download or view email, and SMTP, POP, and IMAP have been disabled to improve email security.*

To remove your email account on iOS

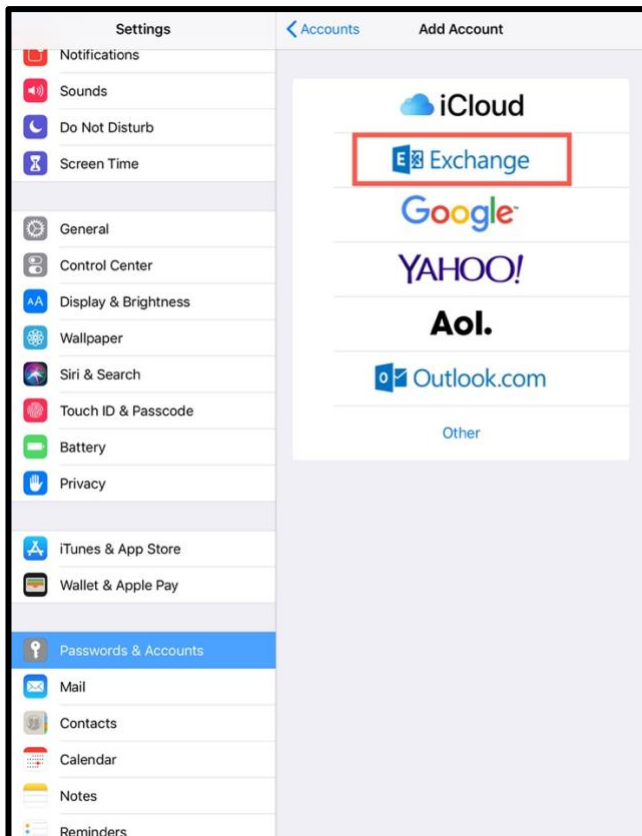
1. From the Home screen go to **Settings > Accounts & Passwords > Select Exchange.**
2. Scroll down to see and click on **Delete this Account.**
3. Complete the process of deleting the account.

To add your email account on iOS to access your Office 365 email and calendar using native iOS mail.

1. From the Home screen go to **Settings > Passwords & Accounts > Add Account**.



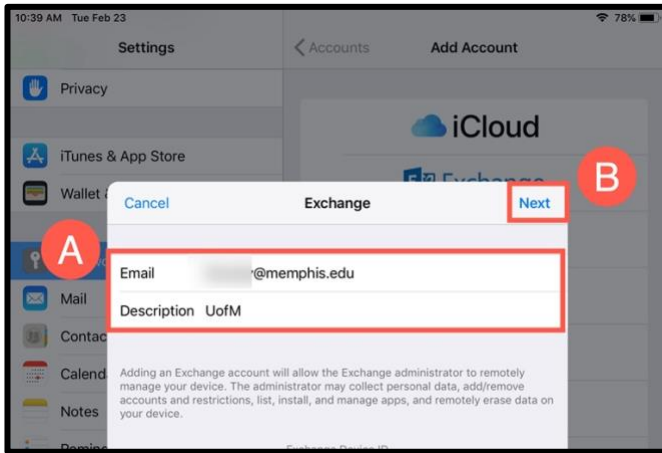
2. Select the option for **Microsoft Exchange**.



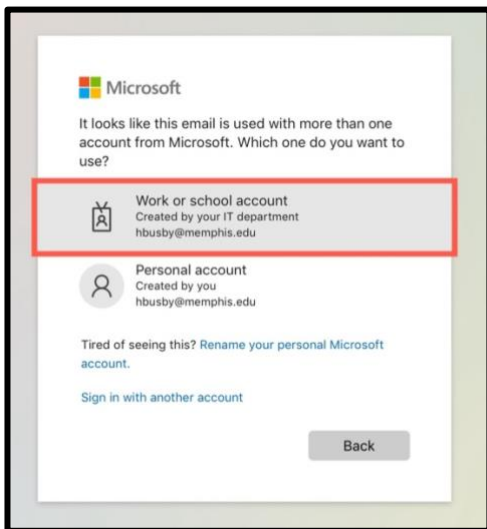
3. A.) Enter the following information and then tap Next.

- **Email:** your UUID@memphis.edu
- **Description:** Exchange is entered automatically (*you can change this if you wish to something like UM or UofM Mail*).

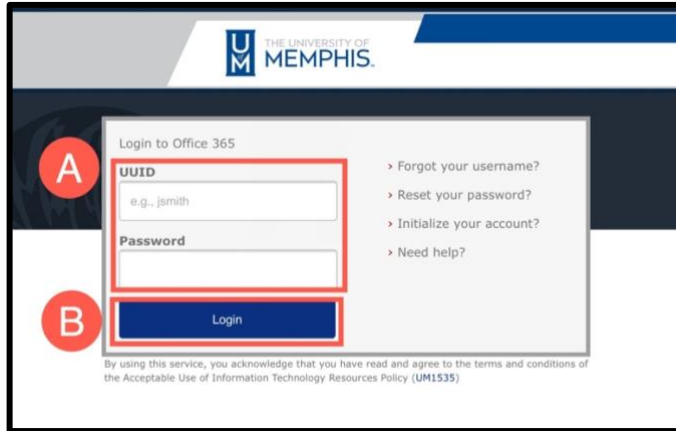
B.) Click **Next**.



4. Choose **Work or School Account**.



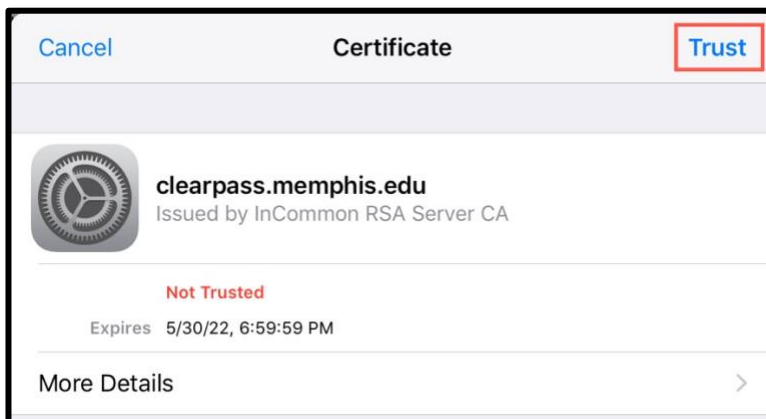
5. A) Enter your UUID and password and B) Click Login.



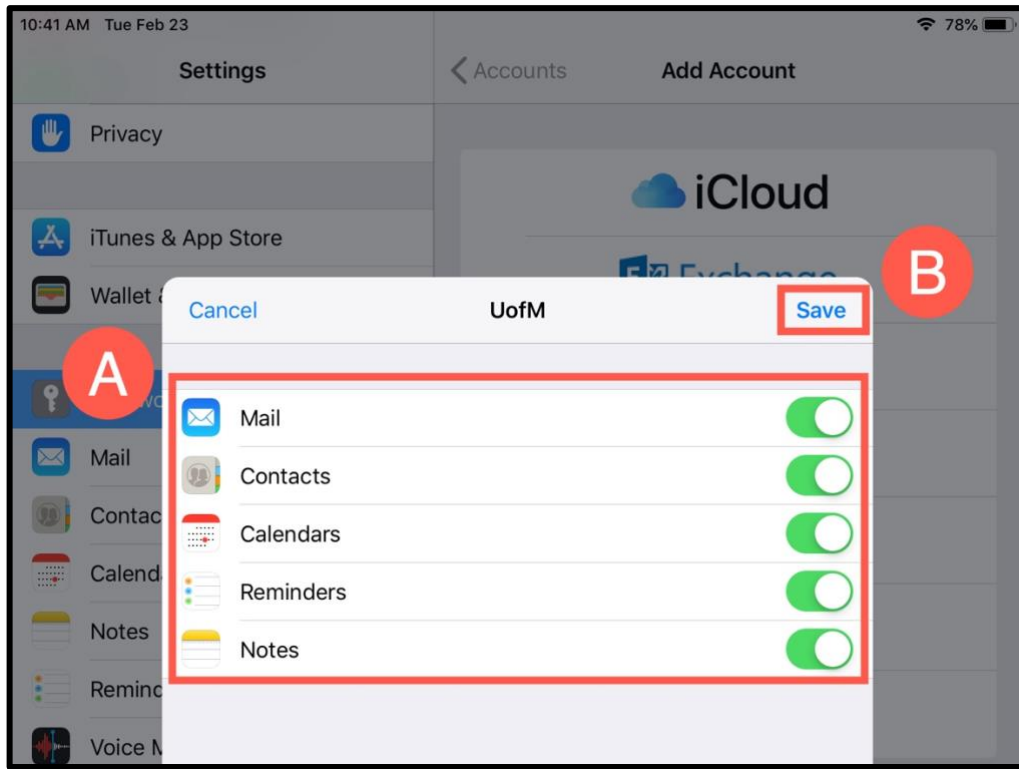
6. Authenticate using DUO.



7. Next a security certificate will appear click Trust.



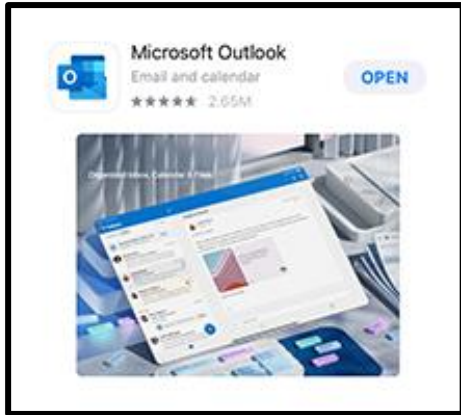
8. Make the Choices you wish to sync, click **Save**.



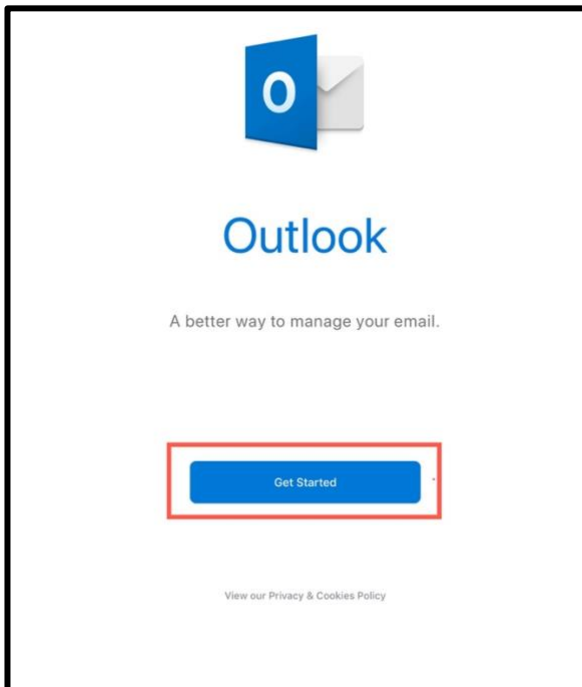
9. You should now be able to go to home screen and use the **Mail** icon.

Downloading and Installing the Outlook App for iOS/iPad

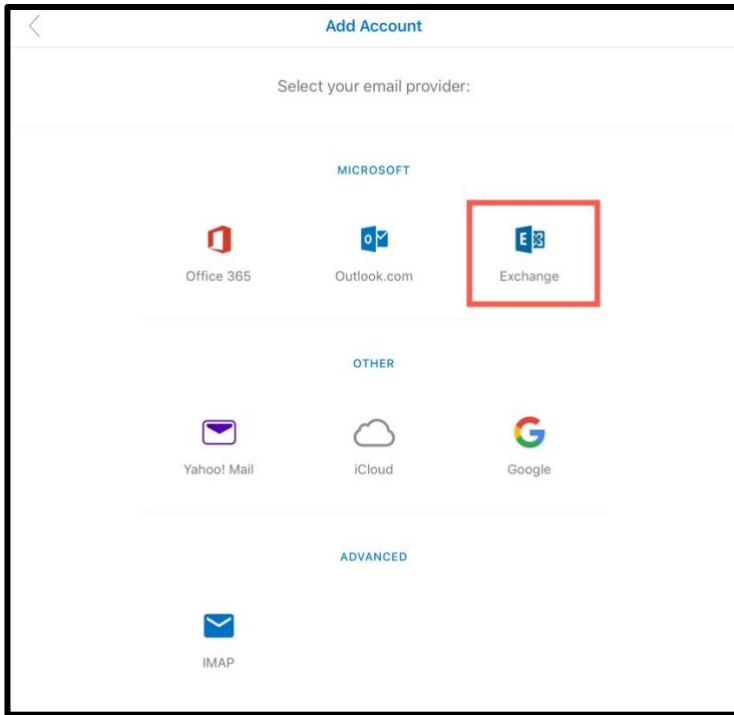
1. Download the Outlook app from the Apple Store.



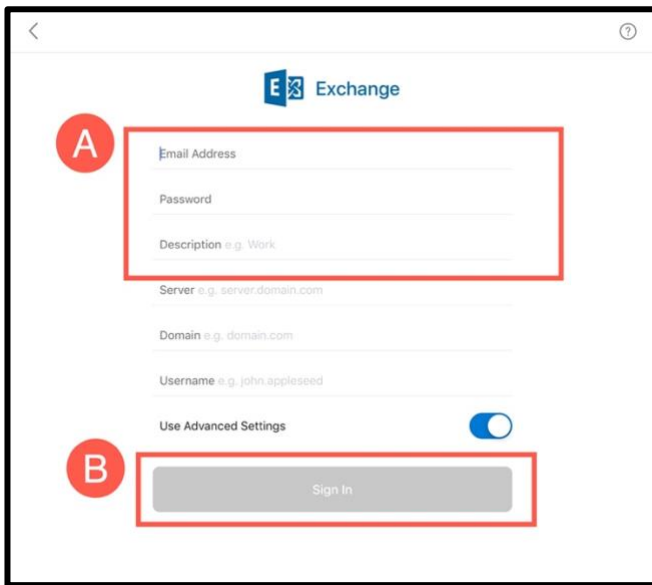
2. Launch the application.
3. Click Get Started.



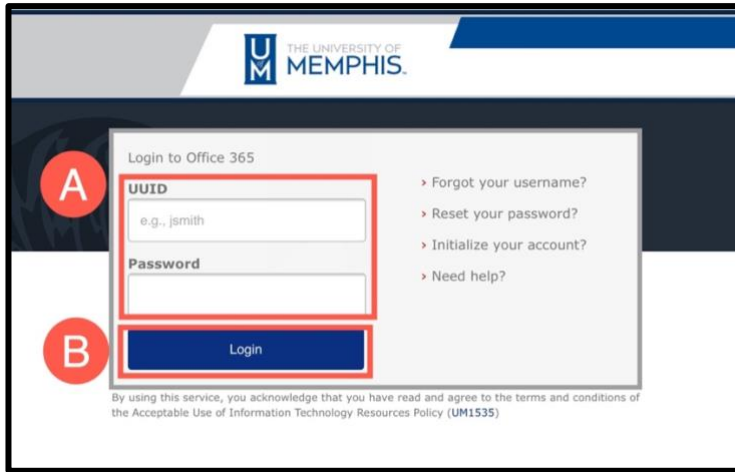
4. Select your email provider. Choose Exchange.



5. A.) Enter your email address `uuid@memphis.edu`, your password, and a description of the service (for example UofM Mail, UM, etc.). B.) Click sign in.



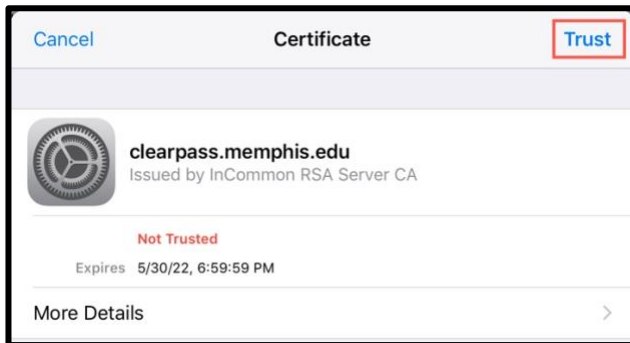
6. A) Enter your UUID and password and B) Click Login.



7. Authenticate using DUO.



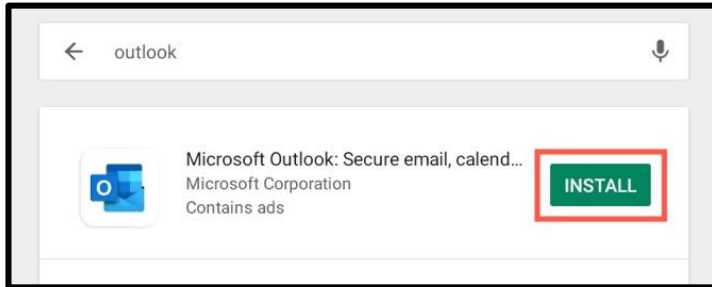
8. Next a security certificate will appear click Trust.



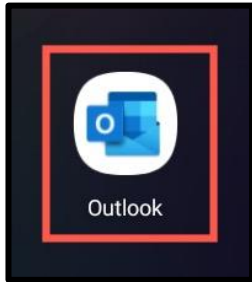
You have successfully added your UofM email account. **NOTE:** It may take some time to download messages.

Android Download and Installation of Outlook App

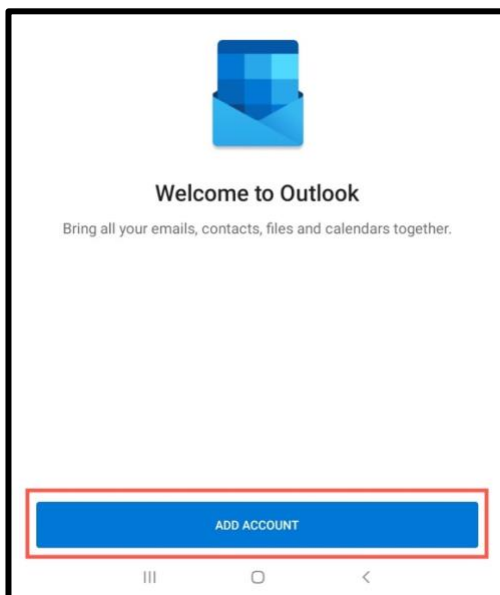
1. Download and install the **Microsoft Outlook App** from the Google Play Store.



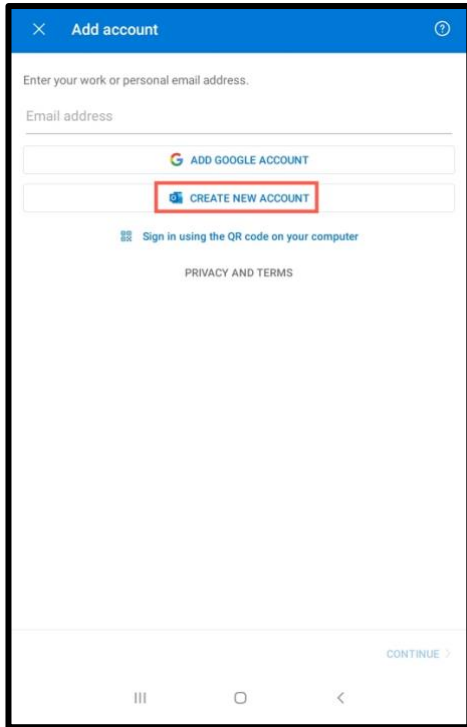
2. Launch the application.



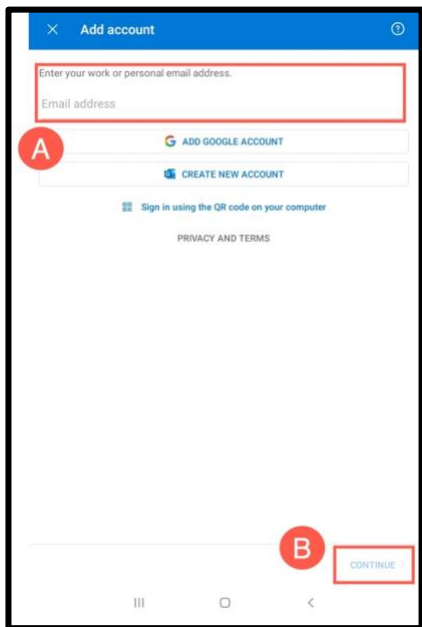
3. Tap **Add Account**.



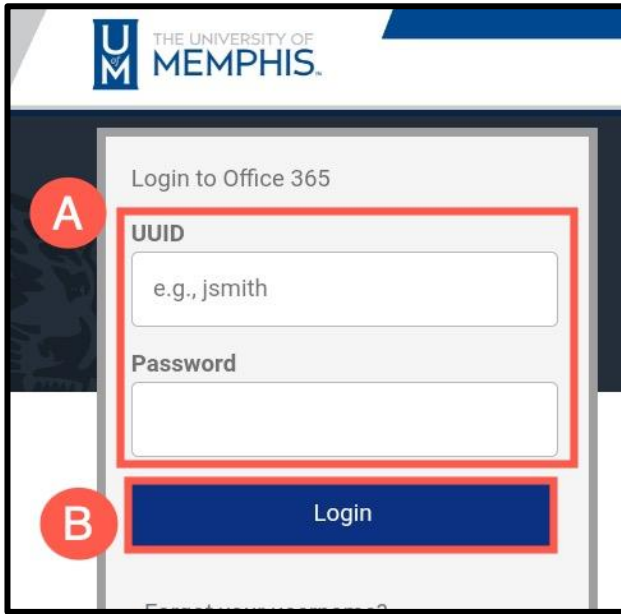
4. Click **Create New Account**.



5. A.) Enter your full email address. B.) Tap **Continue**.



6. A.) Enter your UUID and password and, B.) Tap **Login**.

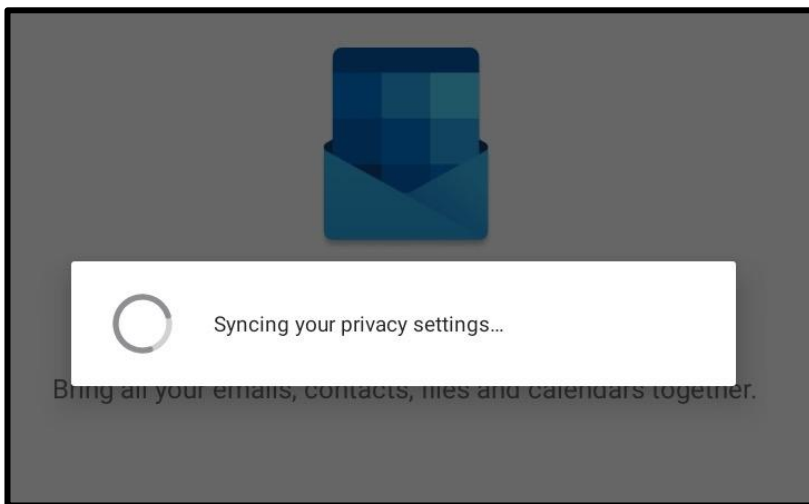


The screenshot shows the Office 365 login interface. At the top left is the University of Memphis logo. The main heading is "Login to Office 365". Below this are two input fields: "UUID" with the example "e.g., jsmith" and "Password". A red box labeled "A" encompasses both input fields. Below the password field is a blue button labeled "Login", which is also enclosed in a red box labeled "B".

7. Authenticate using DUO.



8. Outlook will sync your settings.



9. You have successfully added your UofM email account.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: [Click here for our service desk ticketing system](#). After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk – 901.678.8888 any day of the week! *(Excluding Some Holidays)*

[ITS Service Desk Hours](#)

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request).*

Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)