Access University Email

Mobile Devices
# Table of Contents

Mobile Devices Could Require Email Reconfiguration for Native Mail Client .................. 3  
To remove your email account on iOS .............................................................................. 3  
To add your email account on iOS to access your Office 365 email and calendar using native iOS mail .......................................................... 4  
Downloading and Installing the Outlook App for iOS/iPad .............................................. 8  
Android ............................................................................................................................. 11  
   Android Download and Installation of Outlook App .................................................. 17  
Service Desk Request .................................................................................................... 21  
   Submitting a Ticket ..................................................................................................... 21  
   Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays) .......................................................... 21  
Important Links .............................................................................................................. 21
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.

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.

![Image of Outlook app](image1)

2. Launch the application.

3. Click Get Started.

![Image of Outlook app Get Started button](image2)
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.**

![Login to Office 365]

7. **Authenticate using DUO.**

![Authenticate using DUO]

8. **Next a security certificate will appear click Trust.**

![Certificate]

You have successfully added your UofM email account. **NOTE: It may take some time to download messages.**
Now, let's add the UofM email account to your Android device.

1. Tap **Settings**.

2. Tap **Accounts and Backup**.

3. Tap **Android Email**.

4. Tap **Add an Account**.

5. Enter your UofM email address and password.

6. Select **Microsoft Exchange Active Sync**.

7. Follow the prompts to complete the setup.

8. Check the inbox for your UofM email.

Congratulations! Your UofM email is now set up on your Android device.
3. Tap Accounts.

4. Tap Add Account.
5. Tap **Microsoft Exchange Active Sync**, Android will try to retrieve the server settings.

![Microsoft Exchange Active Sync screen](image)

6. A) Enter your email address (uuid@memphis.edu) and your email password. Click OK. B) Click **Manual Setup** if setup could not connect to server.

![Exchange ActiveSync screen](image)
7. Enter the following information:

1. **Username**: username@memphis.edu
2. **Domain\Username**: if available, leave blank
3. **Password**: your University of Memphis password
4. **Exchange Server**: outlook.office365.com
5. Click **Next**.
8. The system will retrieve your account information.

9. Select your Account Options. Click Next.

10. Select a Name for Your account, Click Done.
11. Enter your UUID and password and click Login.

Authenticate using DUO.

12. Your android device is now setup to receive email.
   
   Note: If this method does not work, you may need to download and install the Outlook App. This begins on the next page.
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.

![Login to Office 365]

7. Authenticate using DUO.

![Device: Call Me Enter a Bypass Code]
8. Outlook will sync your settings.

9. You have successfully added your UofM email account.
Locating Help Resources

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 hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- 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 8:00 pm, 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