



iPhone Mail Configuration – Microsoft Exchange

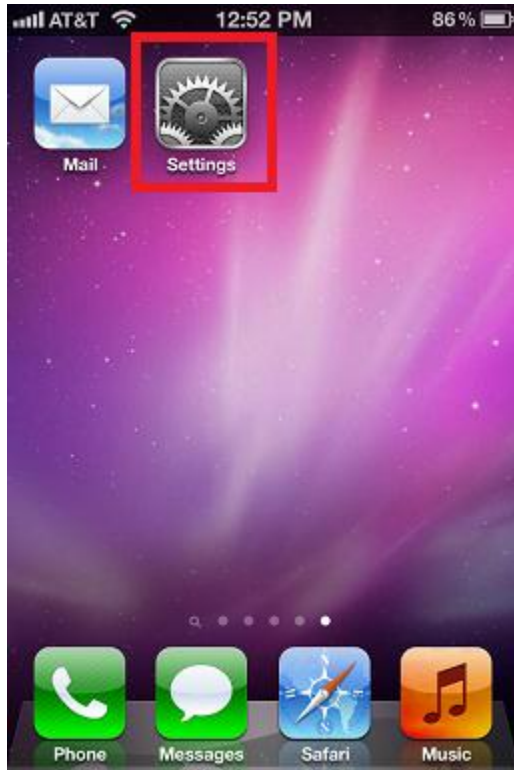
Last updated: 3/7/2012

1. If you haven't already set a PIN for your iPhone (i.e. the password used to unlock your iPhone), please do so now. This can be done by entering your iPhone, tapping the "Settings" icon, scrolling down to and tapping the "General" section, and hitting the "Passcode Lock" tab. Simply tap the "Turn Passcode On" button, enter a 4 digit passcode, re-type that 4 digit passcode, and the iPhone PIN has been set. This will be necessary in order to sync your Exchange account.





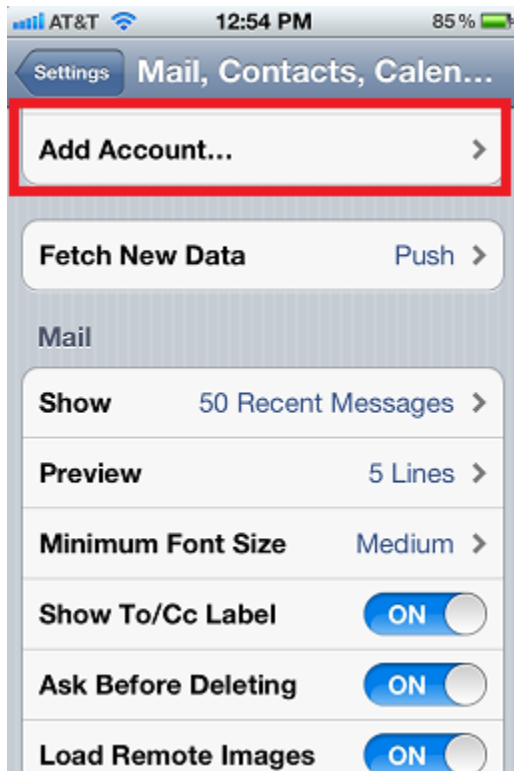
2. To begin the Exchange account synchronization process, navigate back to the “Settings” application, and scroll down to and enter the “Mail, Contacts, Calendars” section.



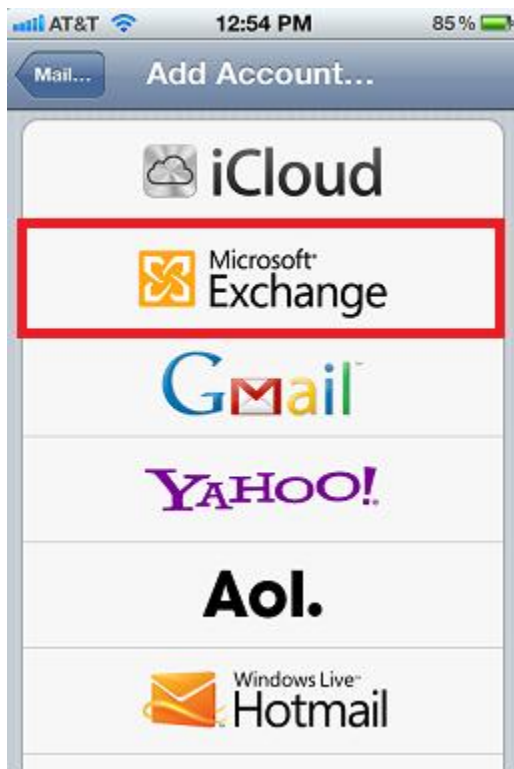
3. First ensure that the “Time Zone Support” setting has been set to “Chicago”. If it’s not, simply tap the tab and type in “Chicago” and select it from the menu that follows.



4. Scroll to the top of the menu and select “Add account”



5. On the page that follows, select “Microsoft Exchange”



6. You will now see the following screen:

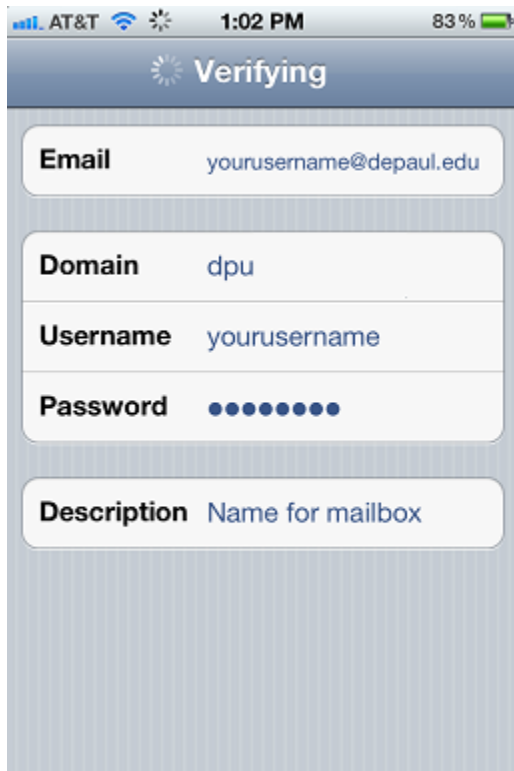
The screenshot shows an iPhone screen for setting up an Exchange account. At the top, the status bar displays 'AT&T', '1:01 PM', and '84%' battery. Below the status bar is a blue header with 'Exchange' in the center, 'Cancel' on the left, and 'Next' on the right. The main content area has a light blue background with several input fields:

- Email:** email@company.com
- Domain:** Optional
- Username:** Required
- Password:** Required
- Description:** My Exchange Account

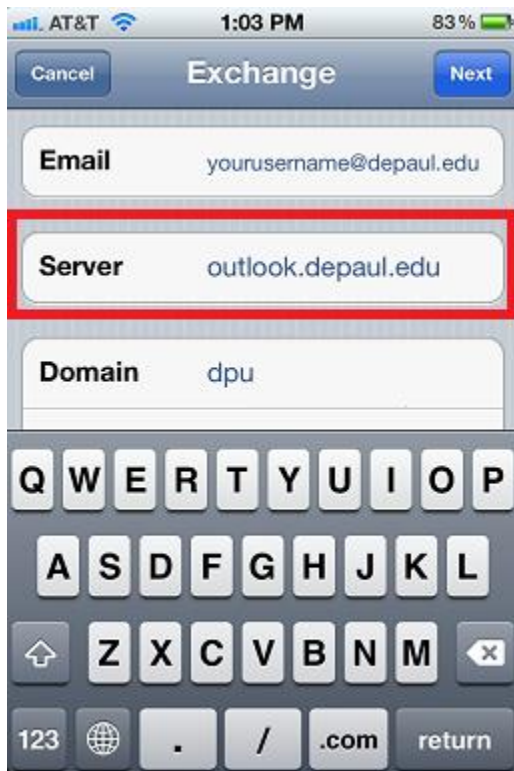
Please fill the following information in for these fields and then hit the next button:

- “Email” – yourCampusConnectUsername@depaul.edu
- “Domain” – dpu
- “Username” – your Campus Connect username
- “Password” – your Campus Connect password
- “Description” – This is an optional field. This is how your mailbox will be labeled in your iPhone. An example, “My Work Mailbox”

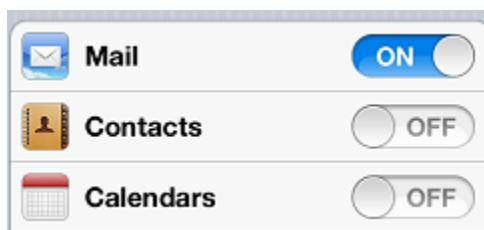
7. Your iPhone will verify the information you just entered



8. After verification, you will be prompted to enter information in the “Server” field. Please enter the following:



9. Please read the following carefully. The next screen you will see asks what information you would like to sync with the Exchange server. It will look like the following:



Aside from syncing email, you can also sync your contacts and calendars with your Exchange account. Syncing your mail and calendars will not cause any potential data loss. However, if you choose to sync your contacts, the contacts you currently have on your iPhone will be wiped and replaced with those you have created on your Exchange account. To avoid this, simply turn the “Contacts” field from “On” to “Off”. This is the same process for “Calendars” should you not want to sync those either.

Once you have made your choices, tap the “Save” button and your account’s mailbox will be created. If you chose to sync your contacts, you will be prompted with a warning informing you that your current contacts will be wiped. To continue, just accept the warning.

10. Finishing step 9 completes the iPhone Exchange configuration process.

Troubleshooting Tips

1. If you see the following error during steps 6-9, please make sure you have:

- Completed the DePaul Mobile Device Service information form located here:
<https://wa.is.depaul.edu/activesyncLDAP/signup.html>
- Double checked the information you have typed in. It's very common for a user to mistype on a touch screen device. Any incongruity in this information will cause the sync to fail.



2. If you continue to have problems syncing your Exchange account with your iPhone, please feel free to open a ticket with the Technology Support Center (TSC). There are two ways to do this:

1. Call 312-362-8765 for immediate, one-on-one help by phone
 - a. Hours – (M - Th 8am to 8pm, Fr 8am to 5pm, Sat 8am to 4pm, Sun Noon to 4pm.)
2. Login to Campus Connect (<https://campusconnect.depaul.edu>), navigate to and click on the "Technology Support Center" link on the left hand side of your screen under the "Menu" section, and lastly, click on the "Request Help – Submit a Case" and fill out the form that follows. This will send a ticket to the TSC and a support technician will contact you with assistance at your convenience.