

## Smartphone Email Configuration Information for Alverno Faculty/Staff

### Overview

Technology Services does not maintain personally-owned smartphones; however, provided below is some advice on selecting a smartphone capable of connecting with Alverno's email/calendaring system, along with configuration information for connecting to our Exchange servers, and some troubleshooting tips.

### Recommended Smartphones

Since Alverno uses Microsoft Exchange for faculty/staff email and calendaring, Tech Services suggests using a smartphone that supports Exchange ActiveSync. Exchange ActiveSync allows smartphones to synchronize data with Exchange mailboxes and calendars. Smartphones which run any of the following operating system software should work well:

- Android OS
- iOS (Apple's iPhone OS)

### Configuration Settings

Configure the email client application that comes with the device using the settings provided below. Please refer to your device's manual or contact your service provider for detailed instructions on how to access that application (**normally, it's under Settings/Accounts and Sync, or Email, and then Add Account**).

**You may or may not need all of the information below. The information needed varies based on the particular phone and OS version.**

<b>Account Type</b>	<b>Corporate or Exchange</b>
<b>Account Name</b>	Ex. <b>Work</b> or <b>Alverno</b>
<b>Display Name</b>	Your name, e.g., <b>John Doe</b>
<b>Email Address</b>	Your Alverno email address ( <a href="mailto:firstname.lastname@alverno.edu">firstname.lastname@alverno.edu</a> ), e.g., <b>John.doe@alverno.edu</b>
<b>Server</b>	<b>exchange.emp.alverno.edu</b>
<b>Mailbox Name (ONLY if required on your device)</b>	Firstname.lastname, e.g., <b>John.Doe</b>
<b>Domain</b>	<b>alverno</b> (all lowercase characters) or <b>emp.alverno.edu</b>
<b>User Name</b>	your Alverno network user name, e.g., <b>doej</b>
<b>Domain\Username (only required on some phones)</b>	NOTE: Some phones require you enter the domain name and a backslash before your username, e.g., <b>alverno\doej</b>
<b>Password *</b>	your Alverno network password
<b>Use secure connection (SSL)</b>	Yes (check the box)
<b>Accept all SSL certificates</b>	Yes (check the box if your phone has this option)
<b>Sync calendar/sync contacts</b>	You can opt to sync calendar and/or contacts; check the appropriate box(es)

### PLEASE NOTE:

- Technology Services suggests that you configure your device to synchronize on a timed interval rather than using "push" technology. The timed interval should be set to check the server for updates no more than every 15-30 minutes to prevent overloading Alverno's Exchange servers.

- We also recommend that you specify an amount of time to sync, e.g., two (2) weeks or one (1) month, instead of trying to sync every email message and calendar item from your Exchange account. The more data you select the longer it will take to sync.
- If you configure your mail to “remember password,” you will need to manually change it whenever you change your network password. Please check your device’s user manual or contact your service provider to obtain instructions for your specific phone brand and model.

If you still can’t connect via the email application on the smartphone, the problem could be caused by one or more things, such as your provider’s email server (if you use a forward/redirect method), the servers or security certificates at Alverno, the time it takes to synchronize between the two sets of servers, or the availability/strength of the wireless data connection. Please be patient and wait several minutes before determining that there is a problem or try a manual sync which may provide information about the problem (if there is one).