



# Access University Email

Mobile Devices

**umTech**

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: [umtech@memphis.edu](mailto: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, you can access your Office 365 email and calendar using native iOS mail.

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



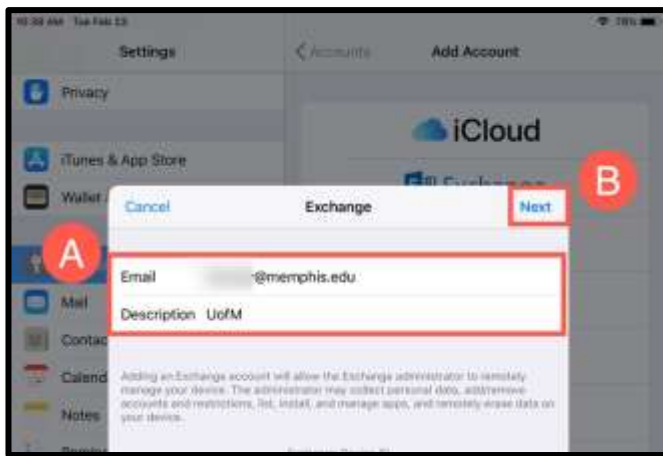
2. Select the option for **Microsoft Exchange**.



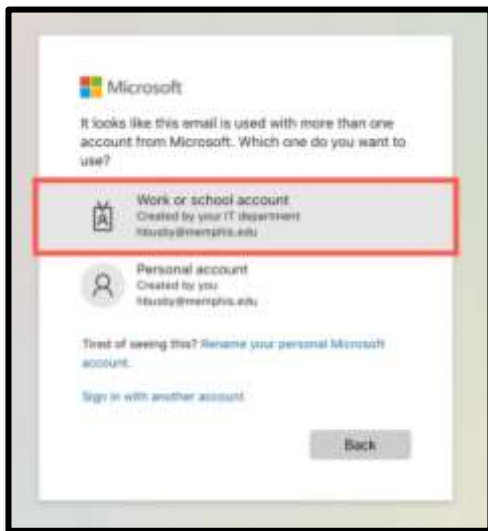
**3. A.)** Enter the following information and then tap Next.

- **Email:** your [UUID@memphis.edu](mailto:UUID@memphis.edu)
- **Description:** The exchange is entered automatically (you can change this *to something like UM or UofM Mail*).

**B.)** Click **Next**.



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



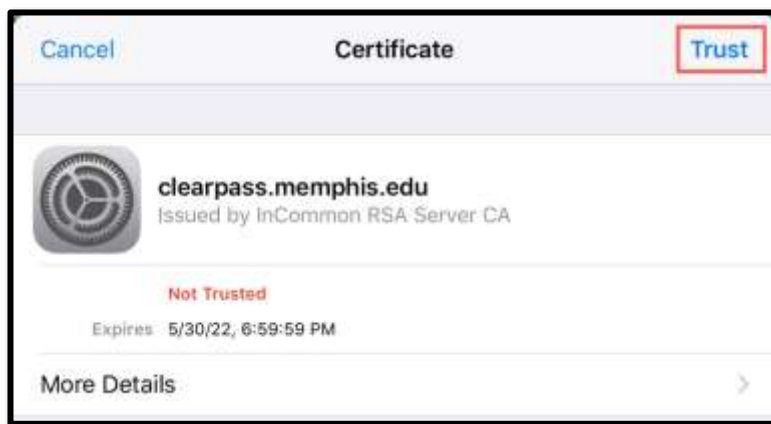
5. **A)** Enter your UUID and password and **B)** Click **Login**.



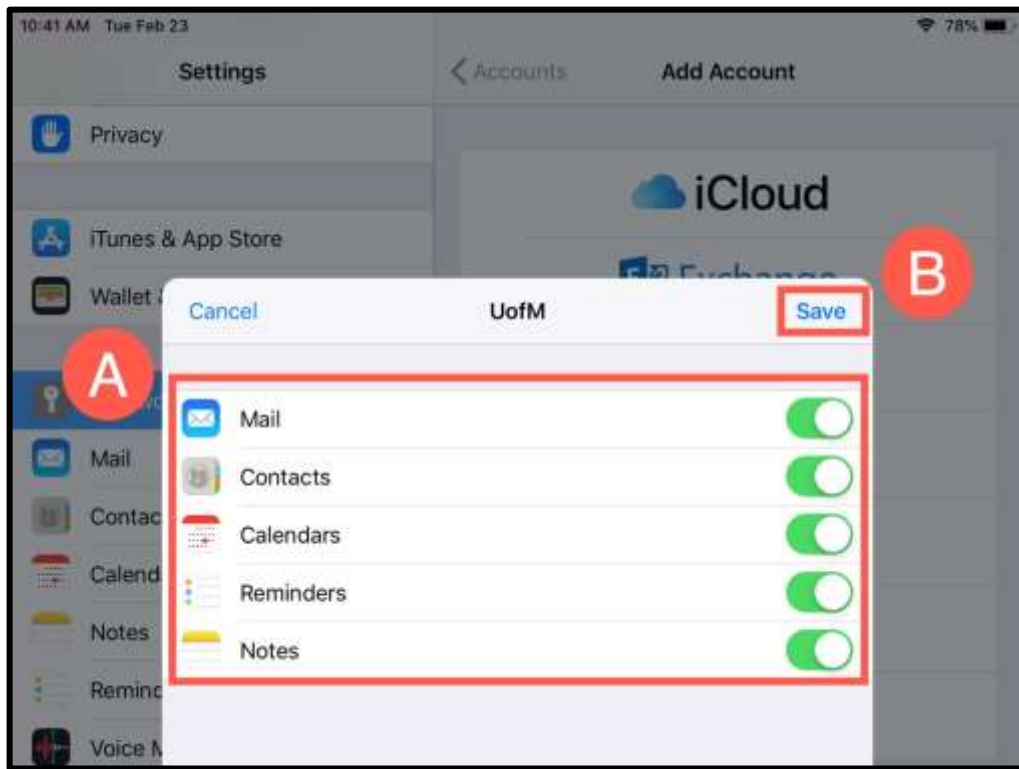
6. Authenticate using DUO.



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



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

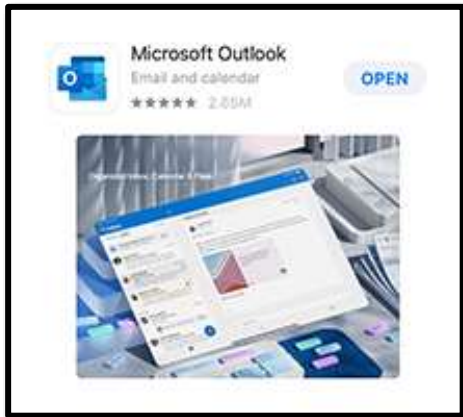


9. You should now be able to go to home screen and use the **Mail** icon.

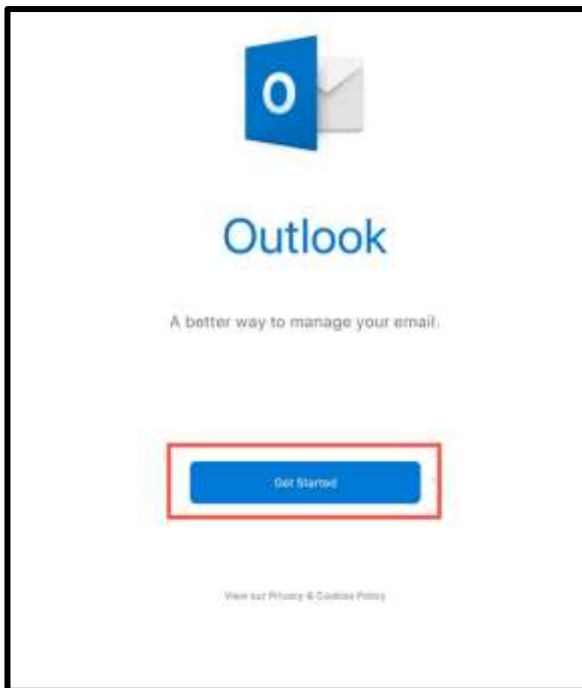


## Downloading and Installing the Outlook App for iOS/iPad

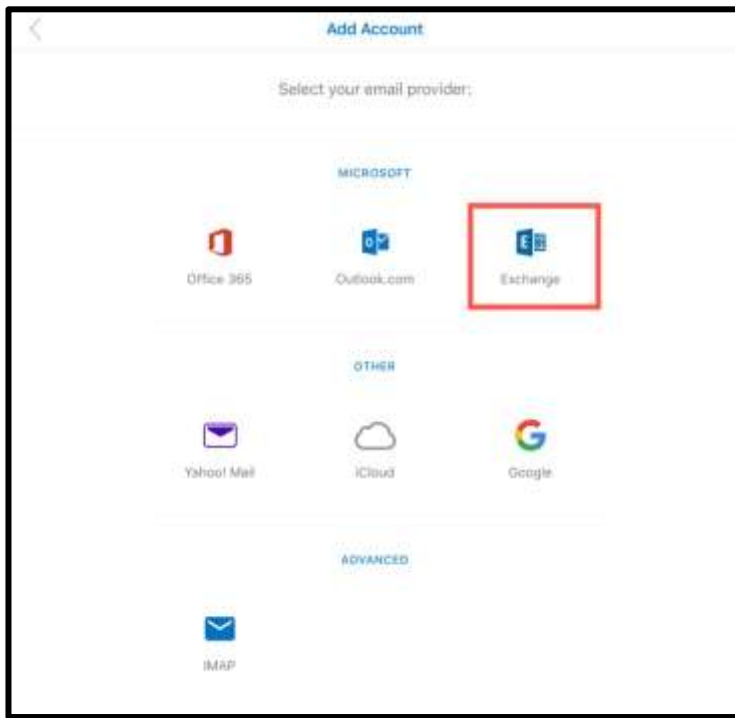
1. Download the Outlook app from the Apple Store.



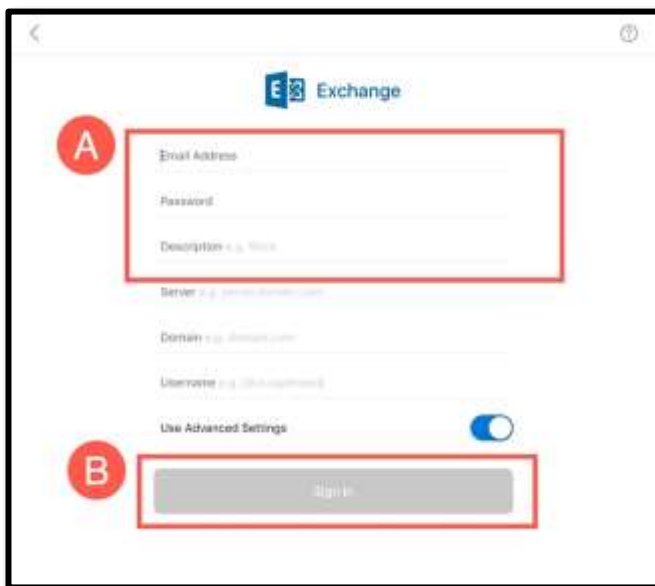
2. Launch the application.
3. Click Get Started.



4. Select your email provider. **Choose Exchange.**



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



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



U of M THE UNIVERSITY OF  
MEMPHIS

Login to Office 365

**A**

UUID  
e.g., jsmith

Password

**B**

Login

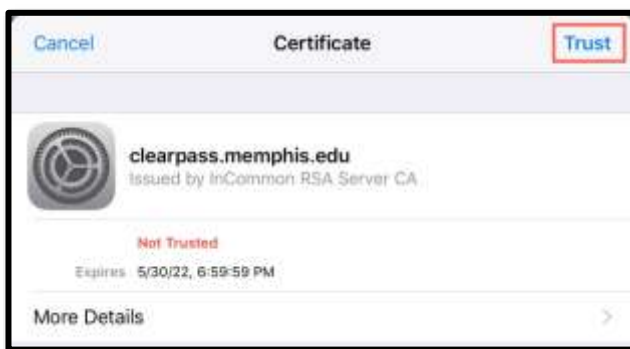
- Forgot your username?
- Reset your password?
- Initialize your account?
- Need help?

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UMIS35)

7. Authenticate using DUO.



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

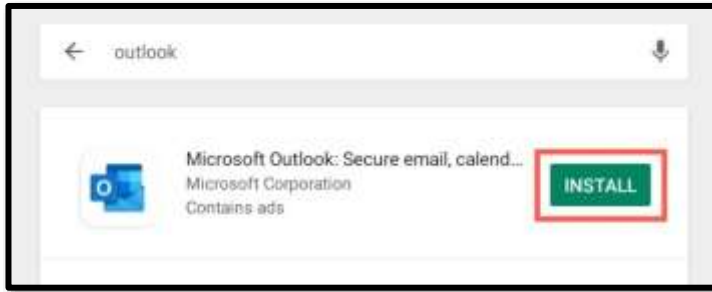


You have successfully added your UofM email account.

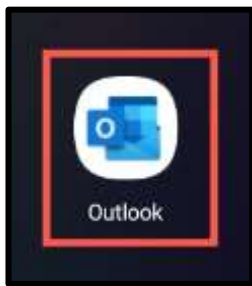
**Note:** It may take some time to download messages.

## Android Download and Installation of Outlook App

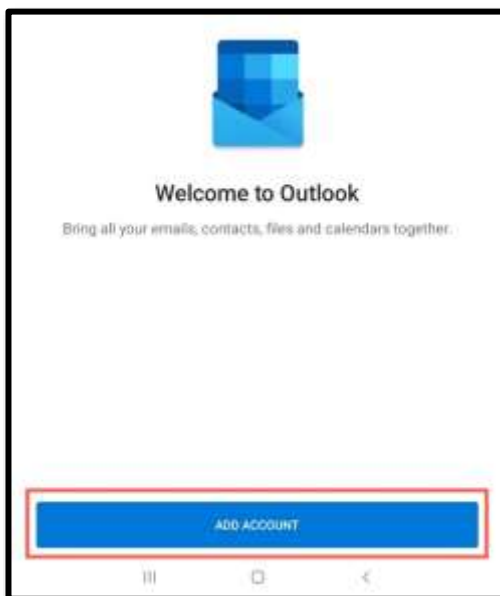
1. Download and install the **Microsoft Outlook App** from the Google Play Store.



2. Launch the application.



3. Tap **Add Account**.



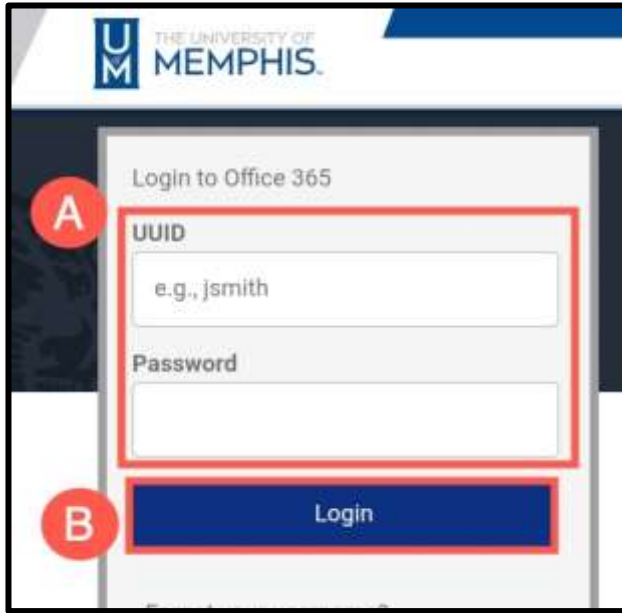
4. Click **Create New Account**.



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



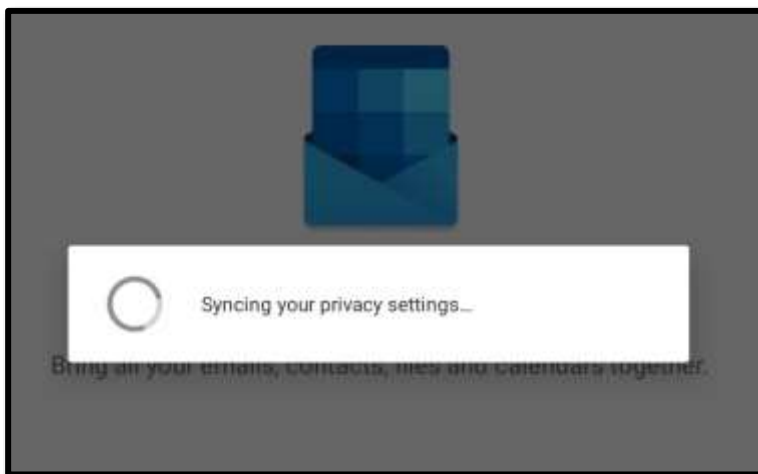
6. A.) Enter your UUID and password and, B.) Tap **Login**.



7. Authenticate using DUO.



8. Outlook will sync your settings.



9. You have successfully added your UofM email account.



# Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

## Submitting a Service Request

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

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

ITS Service Desk Walk-In hours (Admin Building Room 100):  
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:  
Monday – Friday 8:00 am – 8:00 pm  
Saturday 10:00 am – 2:00 pm  
Sunday 1:00 pm – 5:00 pm

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

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

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)