Set Up Android for CUMC Email

General information about CUMC email is at http://www.cumc.columbia.edu/it/howto/email/index.html

Setting up CUMC email on any mobile device will automatically enforce a passcode lock and encryption as required by University policy: http://policylibrary.columbia.edu/registration-and-protection-endpoints-policy

If your device is not already encrypted, be sure to run a backup before configuring email to avoid possible loss of information, and keep it plugged into its power cord during email setup so any initial encryption is not interrupted by a drained battery.

IMPORTANT: Whenever you change or reset your password for your CUMC email (and/or MC computer login) account, make sure any mobile device(s) connected to your CUMC email prompts for and accepts the new password or your account may become locked. For help see: http://www.cumc.columbia.edu/it/sync

What App Should I Use?

Due to the variety of Android devices there is not a standard mail app. Instructions on this handout should work for most devices using Android OS version 6 and higher. In general, consider the following:

- The Outlook app can be installed on most devices for free from the Play store. It offers better compatibility with CUMC’s Office 365 email.
  Keep in mind it is “sandboxed”; if your device is lost or stolen and you would like to do a remote wipe to protect data, it will only wipe the Outlook app rather than the entire device.
  Be sure to set up another option for a full, remote wipe of all data if needed, some suggestions can be found on the Mobile Device Security page at http://www.cumc.columbia.edu/it/getting_started/phone.html
- Default Mail or Gmail apps that come pre-installed are generally compatible but may not offer advanced features for CUMC Office 365 email.
  If the device is lost or stolen, using Web Outlook to initiate a full, remote wipe of all data on the phone typically works, however this must be verified in advance due to the differences in Android devices and mail apps.

Instructions below include steps and screenshots for both the Outlook app and default Android Mail or Gmail apps. If you are not able to set up email successfully using these steps, please check the device’s user manual or the manufacturer’s website for help with adding an Exchange email account.

Set Up Your CUMC Email on Android

1. Make sure your device is connected to a cellular network (LTE/4G/3G) or wifi other than guest-net, such as Mercury or Athens secure campus wifi. Initial set up of CUMC email won’t work on guest-net!

2. Select Settings from your home screen, then Accounts (you may need to scroll down to find it).

3. Tap Add Account near the bottom of the accounts list, then tap the desired mail program, typically Email, Exchange, or Outlook (Outlook can be installed from the Play store).

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4. When prompted, enter your full CUMC email address: youruni@cumc.columbia.edu (using your own, unique UNI in place of youruni). Images below show prompts from common mail apps on Android.

5. Tap the icon or phrase shown on your device to continue with email set up.

6. Enter your CUMC email password when prompted and continue to sign in. The app will connect to your CUMC email account. **IMPORTANT:** if it does not connect to your CUMC email or shows a window with advanced settings such as the server and domain, **leave these blank**; simply verify that your full CUMC email address appears in any Email and Username fields, then try to sign in again.

7. After connecting to your CUMC email account, a **Remote security administration** warning will appear. Tap **OK** to accept.

8. Tap **Activate** at the bottom of the **Activate device administrator** window. This verifies that required policy settings (encryption and passcode lock) are applied.

9. Follow any remaining prompts to finish connecting to your CUMC email account. Keep in mind that you should NOT manually enter any information for a server or domain, and any Email and Username fields should contain your full CUMC email address.

10. The app will typically open to your Inbox and may take a few moments to download and synchronize all messages, folders etc.

Use settings within the mail app to adjust your preferences for notifications, synchronization, signatures etc.; steps for this can vary so please refer to the app’s help files or vendor website.