Set Up Android for CUMC Email


Instructions shown are for Android OS version 6 and higher. Other versions should be similar; if you are not able to set up email successfully please check the device’s user manual or the manufacturer’s website for help with adding an Exchange account.

Setting up an Android phone or tablet to connect to your CUMC Exchange (@cumc.columbia.edu) email account will automatically enforce it to use a passcode lock and encryption as per University 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.

1. Select **Settings** from your home screen, then **Accounts**.

2. 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).

3. 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.

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

5. 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.

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

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

8. 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.

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.

**IMPORTANT**: whenever you change or reset your password for your CUMC email (and/or MC domain) account, first set your email-connected mobile device to Airplane mode or it may lock your account. See the Synchronize Passwords page at [http://cumc.columbia.edu/it/howto/domain/sync.html](http://cumc.columbia.edu/it/howto/domain/sync.html) for full information.