Set Up an iPhone or iPad for CUMC Email

For general information about CUMC email see [http://www.cumc.columbia.edu/it/howto/email/index.html](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](http://policylibrary.columbia.edu/registration-and-protection-endpoints-policy)

If your device is not already encrypted run a full backup first. For help backing up to iTunes on your computer see [https://support.apple.com/en-us/HT203977](https://support.apple.com/en-us/HT203977) (do not backup to iCloud). To prevent interruptions due to a drained battery and possible data corruption, be sure it is plugged in to a power source during initial encryption.

1. When first setting up email the device must be connected to either a cellular data network (4G/3G/E) or secure WiFi such as Athens at CUMC. Guest-net, the unsecured campus network, cannot be used.
2. Select Settings from your device’s home screen.
3. Select Mail, Contacts, Calendars, then Add Account.
4. Select Exchange or Microsoft Exchange.
5. Enter the following information:
   - Email: `youruni@cumc.columbia.edu` - use your actual Columbia UNI (ex: abc1234) instead of `youruni`
   - Password: type in your Exchange email password
   - Description: CUMC Exchange is recommended

Some devices may have these additional fields:
- Domain: MC
- Username: your Columbia UNI (ex: abc1234)

6. Tap Next in the upper right corner. The device will try to connect to the CUMC Exchange email server. If the server cannot be located, fill out the additional information that will appear:
   - Server: `mail.cumc.columbia.edu`
   - Domain: MC
   - Username: your Columbia UNI (ex: abc1234)
   - If there is an option Use SSL set the slider to On.

If your can’t connect and have entered all of the above correctly, try logging in to VPN first (see the Configure an iDevice for Athens and VPN handout). After your email is successfully configured you will not need to use VPN.

7. A list of Exchange account items that can be synchronized will appear. Move sliders to desired positions to for your Mail, Contacts, etc. and tap Save.

8. Set your Mail days to sync option to your desired period of time.
   - You may need to scroll towards the bottom of the screen to view it, or exit Exchange and go back in to Settings - Mail, Contacts, Calendar - CUMC Exchange and tap Mail days to sync below the list of items.
   - Note: Be cautious when choosing No Limit, if the device doesn’t have a enough free disk space at any point your email delivery may fail.

Exit Exchange; your iPhone or iPad will connect and display current messages in your Mail.

IMPORTANT: whenever you change or reset your password for your Exchange (and/or MC computer login) account, first set your Exchange-connected iPhone or iPad 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.