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

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 run a full backup first. For help backing up to iTunes on your computer see 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.

IMPORTANT: whenever you change or reset your password for your CUMC email (and/or MC computer login) account, first set your CUMC email-connected device to Airplane mode or it may lock your account. For help see: http://www.cumc.columbia.edu/it/sync

Which App Should I Use?
There are two apps that can be used for your CUMC email on an iPhone or iPad:

The Outlook app offers better compatibility with Office 365 email and is compatible with devices using iOS 8 or higher. 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 phone. Be sure you are using Find my Phone/iPad as well in case a full wipe of all data on the device is required.

The default Mail app that is pre-installed on iPhones/iPads will work with your CUMC email but may not offer advanced features for Office 365 accounts. If your device is lost or stolen, a remote wipe can be initiated from Web Outlook to securely remove all data stored on it.

Instructions for setting up your CUMC email in the Outlook app are immediately below. Instructions for setting up the Mail app are on page 2 of this handout.

Configure the Outlook app for CUMC Email

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. Open the Outlook app on your device (download Outlook for iOS from the App store if it is not already installed). If this is the first time opening the app you may see a Get Started prompt; tap it to continue.

3. At the next window type in your full CUMC email address (ex: abc1234@cumc.columbia.edu) and tap Add Account.

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4. At the Exchange window, make sure your full CUMC email address is listed, then type in its password. For Description, we recommend using CUMC Exchange.

5. If the Advanced Settings slider is set to on, tap it to turn off.

6. Tap the Sign In button when ready. The Outlook app will connect to your CUMC email account and display current messages.

IMPORTANT: If there are initial issues connecting, the Outlook app may prompt for 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, re-enter your password and try to sign in again.

Icons at the bottom of the Outlook app let you switch other items in your CUMC email account such as your Calendar. Select Settings to adjust notifications, your signature on the device, etc., and view Help for additional instructions on using the app.

Configure the Mail app for CUMC Email

The Mail app that is pre-installed on iPhones and iPads can be used with your CUMC email account. Keep in mind that some features of Office 365 email accounts may not be available in the Mail app.

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 device’s home screen.

3. Select Mail (or 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 CUMC email password
   - Description: CUMC Exchange is recommended, though you can use any preferred description

If you are prompted for additional fields such as a domain or server, leave these blank. Make sure any Username field shows your full CUMC email address (rather than just your UNI).

6. Tap Next in the upper right corner. The device will try to connect to the CUMC Exchange email server.

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 the Mail app.