

iPhone, iPod touch, and iPad UC Exchange Setup Guide

Requirements: *iPhone or iPod touch Firmware version 2.0 or higher. If you do not have this version, please plug the iPhone or iPod touch in your computer and update the firmware with iTunes.*

1. At the home screen, click the “**Settings**” icon.

Note: If you have not set up any mail accounts on your device yet, just click the “ **Mail** ” icon and skip down to the fourth step.



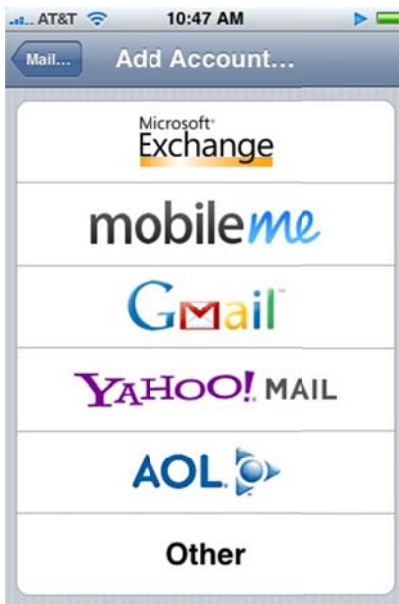
2. Tap on the “**Mail, Contacts, Calendars**” icon.



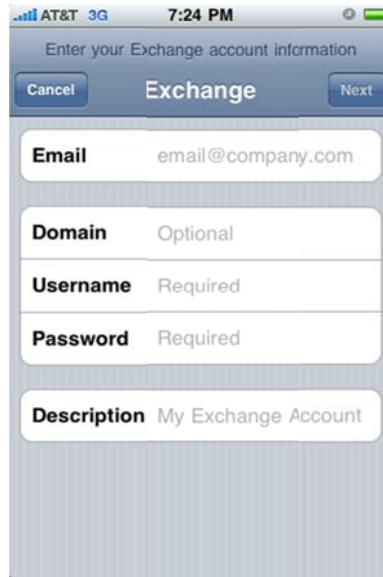
3. Tap on the “Add Account...” icon.



4. Select “Microsoft Exchange” for the account type.



- Next, you will have to enter some information regarding your email account.



AT&T 3G 7:24 PM

Enter your Exchange account information

Cancel Exchange Next

Email email@company.com

Domain Optional

Username Required

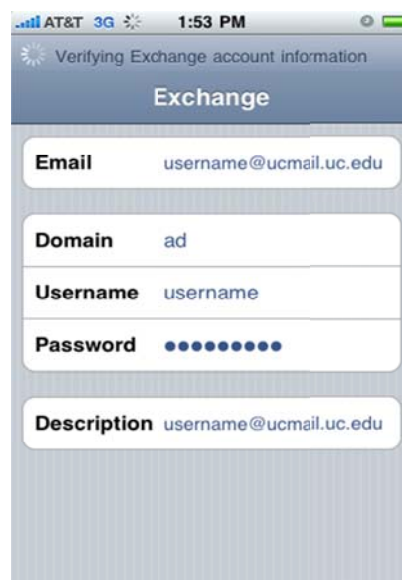
Password Required

Description My Exchange Account

- Enter your full e-mail address (username@ucmail.uc.edu) in the “Email” field. In the “Domain” field, type in **AD**.
- Enter your username in the “Username” field and then enter your e-mail password in the “Password” field.

Note: If you just had your password reset by the helpdesk, please go to www.uc.edu/pss to change the temporary password to a permanent password before entering it into your Apple device.

- After you have entered all the information above, tap the “Next” button in the top right-hand corner to continue.



AT&T 3G 1:53 PM

Verifying Exchange account information

Cancel Exchange Next

Email username@ucmail.uc.edu

Domain ad

Username username

Password ●●●●●●●●

Description username@ucmail.uc.edu

9. If all the information was correct, a new field should appear in the Exchange Menu. This field is the “**Server**” field.



The screenshot shows an iPhone screen with the status bar at the top displaying "AT&T 3G" and "1:53 PM". Below the status bar, a message reads "Exchange account verification failed". The screen is titled "Exchange" and has "Cancel" and "Next" buttons. The form contains the following fields:

| | |
|-------------|------------------------|
| Email | username@ucmail.uc.edu |
| Server | ucmail.uc.edu |
| Domain | ad |
| Username | username |
| Password | •••••••• |
| Description | username@ucmail.uc.edu |

10. In the **Server** field, enter “**ucmail.uc.edu**” (without quotation marks) and tap “**Next**” in the top right-hand corner.



This screenshot is identical to the previous one, showing the same iPhone screen with the "Exchange account verification failed" message and the "Exchange" form. The "Server" field contains the text "ucmail.uc.edu".

| | |
|-------------|------------------------|
| Email | username@ucmail.uc.edu |
| Server | ucmail.uc.edu |
| Domain | ad |
| Username | username |
| Password | •••••••• |
| Description | username@ucmail.uc.edu |

11. You should see a menu like the one below. This menu will give you the options to sync mail, contact, and calendars to your device. If you wish to do this, set the slider to "ON." When you're ready, tap "**Done**" and your setup is complete!



If you have any questions or issues with the device setup guide

Please contact our Help Desk at (513)556-Help (4357)