

CONFIGURING YOUR SMARTPHONE - REFERENCE GUIDE

INTRODUCTION

This document contains basic information on configuring your smartphone to access your CSUN email account. If you require additional assistance, contact your local technical support representative. For a list of contacts, visit: <http://www.csun.edu/it/ctscontacts.html>, or contact the IT Help Center.

Please refer to the user guide that came with your device for instructions on using smartphone features.

BEFORE YOU BEGIN

There are a couple of important points to consider prior to making a smartphone purchase.

- If you will be using your smartphone to check your email, browse the web, or other data-intensive tasks, we strongly recommend you purchase an *unlimited* data plan through your service provider.
- If you are already using a smartphone that is not getting your CSUN email and want to now get it connected, we strongly recommend that you perform a full back up of your device prior to taking any of the following steps.

CONFIGURATION INSTRUCTIONS TO ACCESS FACULTY & STAFF EMAIL (MICROSOFT EXCHANGE)

Android

Connecting to the Exchange server via Android can be done numerous ways and may vary slightly depending on the device you are using.

These instructions provide the basic information needed to connect to the Exchange server:

1. From **Applications**, select the **Menu** key on your device.
2. Select **Settings**.
3. Select **Accounts**.
4. Select the **Add** account button.
5. Select **Corporate Sync** or **ActiveSync**.

Provide the following information as needed:

- Enter your CSUN email address.
 - Enter your CSUN password.
 - In the **Domain** field, enter **CSUN**.
 - In the **Username** field, enter your CSUN user ID.
 - In the **Server** field, enter **exchangeweb.csun.edu**.
 - Verify that the **SSL** option is selected.
6. Complete the set-up process as you normally would.

BlackBerry

Important information for BlackBerry devices:

- A divisional Vice President must authorize an account for you to use on the campus BlackBerry server. This is true even if you have a personal device and are not getting reimbursed for it.
- You will need a BlackBerry data plan through your service provider (AT&T, Verizon, T-Mobile, etc.) that allows you to connect to a BlackBerry Enterprise Server. This is not necessarily the same as a plan which allows you to check off-campus email accounts. If you are unsure of what type of plan you have, check with your server provider. The BlackBerry will not connect to the campus server without the correct plan.

Once your divisional Vice President has authorized an account for you on the campus BlackBerry server, he/she must notify the IT Help Center.

Upon receipt of the authorization from your VP, the IT Help Center will create a BlackBerry account for you. You will receive an email message with detailed instructions on how to activate your device. This is a simple process, and typically takes between 5-15 minutes.

iPhone

Because the new iPhone 2.0 software now supports Microsoft ActiveSync, staff can now use an iPhone to check **CSUN Email, Calendar and Contacts**.

To connect your iPhone to the Microsoft Exchange email and calendar:

- If you are setting up an email for the first time on an iPhone, simply touch the **Mail** icon on the **Home** screen.
- If you're adding an additional account with software version 2.0 or later,
 - Touch the **Settings** icon on the **Home** screen.
 - Select **Mail, Contacts, Calendars**.
 - Select **Add Account**.
 - Select **Microsoft Exchange**.
 - Enter your account information.

Enter the following information:

1. In the **Email address** field, enter your main CSUN email, for example, john.smith@csun.edu.
2. In the **Domain** field, enter **csun**.
3. In the **Username** field, enter your **CSUN user ID** (what you use to login to the myNorthridge portal).
4. In the **Password** field, enter your **CSUN Password**.
5. In the description field, type in what you would like as the *Name* of the account, for example: My CSUN Email.
6. Select **Next**.
7. In the **Server** field, enter **exchangeweb.csun.edu**.
8. Select **Save**.

Palm OS

To connect to the Exchange email server:

1. Open the **Versamail** application.
2. Select the **Accounts** menu.
3. Select **Account Setup**.
4. Select **New**.
5. Enter the account name in the **Account name** field, your default CSUN email, for example, john.smith@csun.edu.
6. In the **Mail Service** field, select **Exchange Activesync**
7. In the **Username** field, enter your user ID in **CSUN\user ID** format
8. In the **Password** field, enter your **CSUN password** and select the **Next** button.
9. In the **Email address** field, enter your **default CSUN email**.
10. In the **Mail Server** field, enter **exchangeweb.csun.edu** and select the **Next** button.
11. Select the **Advanced** button.
12. Select **SSL**.
13. Select the **Next** button.
14. Remove the **Proxy authentication** selection.
15. Select the **Next** button.
16. Select the **Done** button.

Your device will begin syncing to your CSUN email account. This process can take several minutes. The standard sync process after your initial sync process will be significantly shorter.

Windows Mobile 5 & 6

To connect to the Exchange email server:

1. Select **Start**.
2. Select **Programs**.
3. Select **ActiveSync**.
4. Select **Set up your device** to sync with it. First time setup only.
5. In the **Server Address** field, enter **exchangesync.csun.edu**.
6. Select **SSL**.
7. Select the **Next** button.
8. In the **Username** field, enter **your user ID**.
9. In the **Password** field, enter **your password**.
10. In the **Domain** field, enter **CSUN**.
11. Select the **Next** button.
12. Select the **Finish** button.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>), or in person in (Oviatt Library, Room 33).