

# How to configure iPhone to UCM email system

## Summary

Instructions on how to configure an Android to connect to the UCM email system.

Email is a common delivery mechanism for sensitive information with patients or between employees. The consequences of unencrypted, lost data include fines to the organization, potential identity theft of our patients, compromised research data, endangered federal grant status, loss of commercialization properties, erosion of alumni and donor trust, and risk to the reputation and image of the organization. To avoid these issues and align with business and regulatory requirements, mobile devices connecting to the UCM email system will be required to be encrypted (phone and any installed SD card) in order to continue receiving email.

1. **NOTE:** Android devices are encrypted when a PIN is applied to the device. Also, If your phone does not come pre-loaded with a Mail Client you may need to download one, such as Microsoft Outlook, Gmail, Yahoo Mail, etc.

## Step-by-Step

2. From your device, click on the **Settings** icon.
3. Click on **Accounts**.
4. Click **Add Account**.
5. Choose **Exchange**.
6. Enter your email address in the **Email** field.
7. Click **Configure Manually**.
8. Enter your password in the **Password** field.
9. Enter **mail.uchospitals.edu** in the **Server field**.
10. Enter the domain in the **Domain** field.
  - a. If this is a **UCHAD** email account, enter **UCHAD**.
  - b. If this is a **BSDAD** email account, enter **BSDAD**.
11. Enter your username in the **Username** field.
12. Enter your password in the **Password** field.
13. Click **Next**.

## Escalation

If this is a hospital or BSD issued iPhone and this process could not be completed successfully, open an incident for configuration assistance and send it to **Field Services**.

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If this is the user's personal equipment, explain to them our **“best effort practice”** and refer them to the Manufacturer for further technical support.