Email Configuration for iPhone, Android 3.5 and 4.4, Blackberry Q/Z series, and Windows 8 phones

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Disclaimer:

Please make sure to perform regular backups of your device. If your passcode is entered wrong 10 times all data will be lost.
Harvard University is not responsible for lost data.
**iPhone/iPad iOS7**

Before setting up email on your iPhone. Please update your phone to the newest version. Settings -> General -> Software Update. **Note:** Please make a backup prior to performing update. All new iPhone 5S and iPad Air devices will come preinstalled with iOS 7.

1. On the iPhone open up the Settings App.

2. In Settings, click on Mail, Contacts, Calendars.
3. Select Microsoft Exchange to add your exchange account. If accounts are already created, you might have to select “Add Account” before choosing Exchange.

4. Enter in your account settings.
   a. Email address:
      i. CA: firstname_lastname@harvard.edu
   b. Password
   c. Description can be changed to reflect the name of the account.

5. Click Next when finished.
6. Device will verify settings.

7. After the device verifies settings, advanced settings will need to be created.

- For Central Admin: Server is "icemail.harvard.edu", domain is "university", and user name is the ADID

8. If you receive the following error, check to make sure you are connected to a wireless network or that you have good cell service. Click OK to continue.

If problem persists, please confirm that your password was entered correctly, and your username is correct.
10. The Exchange account is now set up. You have the option to turn off or on Contacts or Calendaring. Once finished, click Save.

12. Your account will appear in the Mail, Contacts, Calendars section in alphabetical order.
Android 4.4.1

Before adding your email to your phone you need to encrypt your phone.

Encrypt Android

1. Go to Settings

2. Scroll down and select Security

3. Click Phone Storage Encryption

   Note: Phone battery needs to be higher then 80% and charger should be connected.

4. Click Next
5. To Encrypt the Device the **PIN or Password** Screen Lock is required

6. Enter twice to confirm password.

7. Click **Enable Encryption**

   The encryption process itself takes more than one hour and possibly more than three to complete and the device is not usable during the encryption process. It is recommended that the device remain plugged in for the duration of the encryption process. **If the encryption fails or if the device is interrupted, TOTAL DATA LOSS is a possibility.**
8. The device will reboot several times during the encryption process and will display a percentage of the progress. Once the encryption is complete, the device will reboot once more and prompt for the PIN. After entering the PIN, the device will finish the boot process.

NOTE: There is no decryption option available. The only way to remove the encryption from a device is to restore the device to factory settings.

Setup Email
1. Go to Settings

2. Select Accounts & Sync

3. Select the + symbol in the top right

4. Select Exchange ActiveSync

5. Enter in your account settings.
   a. Email address:
      i. CA: firstname_lastname@harvard.edu
   b. Password
6. After selecting ‘Next,’ the next screen will prompt for the following information:

<table>
<thead>
<tr>
<th></th>
<th>CA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server Address</strong></td>
<td>icemail.harvard.edu</td>
</tr>
<tr>
<td><strong>Domain</strong></td>
<td>university.harvard.edu</td>
</tr>
<tr>
<td><strong>Username</strong></td>
<td>abc123</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>**********</td>
</tr>
</tbody>
</table>

Make sure the ‘Use secure connection (SSL)’ option is checked.
7. Select **Next**

8. Select **Finish Setup**

9. Once the device has verified the account settings, it will prompt to accept the server-side policies and activate a device administrator. The policies follow:

- **Erase all data**
  Erase the phone’s data without warning, by performing a factory reset

- **Set password rules**
  Control the length and the characters allowed in screen-unlock passwords

- **Monitor screen-unlock attempts**
  Monitor the number of incorrect passwords entered when unlocking the screen, and lock the
phone or erase all the phone’s data if too many incorrect passwords are entered

- **Lock the screen**
  Control how and when the screen locks

- **Set lock-screen password expiration**
  Control how frequently the lock-screen password must be changed

- **Set storage encryption**
  Require that stored application data be encrypted

- **Disable cameras**
  Prevent use of all devices cameras

If a screen-unlock option has not been selected, or if it has and does not comply with the password policy requirement, the device will prompt for a new unlock selection type. This is required before the account will sync any data with the server. Valid screen-unlock options are a numeric PIN or an alphanumeric password (containing at least one letter), each at least four characters in length. Slide, pattern, and face unlock options will be listed as disabled and unavailable for use. If there is already a screen-unlock option that complies with the policy, these steps will be skipped.
Android 3.5

Encrypt Android
1. Go to Settings

2. Select Security

3. Select Encrypt Phone

4. In order to begin the encryption, the device must have at least 80% battery life remaining, even if it is currently charging. Once the device is ready to be encrypted, select the encryption option.
5. The first screen will prompt for a PIN for the encryption process. This PIN will be prompted once the device is booted in order to complete the startup process. This is different from the device lock PIN that can also be set on the device. Once the PIN is confirmed, the last screen confirming the encryption will appear.

The encryption process itself takes more than one hour and possibly more than three to complete and the device is not usable during the encryption process. It is recommended that the device remain plugged in for the duration of the encryption process. If the encryption fails or if the device is interrupted, TOTAL DATA LOSS is a possibility.

6. The device will reboot several times during the encryption process and will display a percentage of the progress. Once the encryption is complete, the device will reboot once more and prompt for the PIN. After entering the PIN, the device will finish the boot process.

NOTE: There is no decryption option available. The only way to remove the encryption from a device is to restore the device to factory settings.
**Setup Email**

1. Go to Settings

2. Select the ‘Accounts & sync’ option and select the ‘Add account’ option. The account types will depend on the carrier and applications installed on the phone. The desired account type is Corporate.

3. Enter in your account settings.
   c. Email address:
      i. **CA**: firstname.lastname@harvard.edu
   d. Password

The option to send from that as account by default is optional. After selecting ‘Next,’ the next screen will prompt for the following information:

<table>
<thead>
<tr>
<th>CA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain\Username</strong></td>
<td>University\abc123</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>********</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>icemail.harvard.edu</td>
</tr>
</tbody>
</table>

Make sure the ‘Use secure connection (SSL)’ option is checked.
4. The next screen will allow for additional account settings. ‘Automatic’ is recommended for both settings.

5. Once the device has verified the account settings, it will prompt to accept the server-side policies and activate a device administrator. The policies follow:

- **Erase all data**
  Erase the phone’s data without warning, by performing a factory reset

- **Set password rules**
  Control the length and the characters allowed in screen-unlock passwords

- **Monitor screen-unlock attempts**
  Monitor the number of incorrect passwords entered when unlocking the screen, and lock the phone or erase all the phone’s data if too many incorrect passwords are entered

- **Lock the screen**
  Control how and when the screen locks

- **Set lock-screen password expiration**
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- **Set storage encryption**
  Require that stored application data be encrypted

- **Disable cameras**
  Prevent use of all devices cameras
If a screen-unlock option has not been selected, or if it has and does not comply with the password policy requirement, the device will prompt for a new unlock selection type. This is required before the account will sync any data with the server. Valid screen-unlock options are a numeric PIN or an alphanumeric password (containing at least one letter), each at least four characters in length. Slide, pattern, and face unlock options will be listed as disabled and unavailable for use. If there is already a screen-unlock option that complies with the policy, these steps will be skipped.

Once the password has been set and the device administrator has been activated, the device will prompt for an account name. This can be set to anything and will not impact the e-mail account itself. At this point, the e-mail setup is complete and the account should be listed under ‘Accounts & sync’ with the sync option enabled; selecting the account will display the sync settings.
Blackberry Z10/Q10

Encrypt Blackberry

1. Select Settings

2. Scroll down to and select Security and Privacy

3. Select Encryption
4. Toggle the *Device Encryption* to **On**

5. Enter a password for your phone

6. Your Blackberry will now encrypt. *Time varies; you are still able to use your device during this time.*
Email Setup
1. Select Settings

2. Select Accounts

3. Select the mail symbol with the + sign
4. Select **Email, Calendar and Contacts**

5. Select the **Advanced Options** button at the bottom

6. Select **Microsoft Exchange Active Sync**

7. Enter **Harvard** for description
<table>
<thead>
<tr>
<th>CA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain</td>
<td>university.harvard.edu</td>
</tr>
<tr>
<td>Username</td>
<td>abc123</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:John_Harvard@harvard.edu">John_Harvard@harvard.edu</a></td>
</tr>
<tr>
<td>Password</td>
<td>**********</td>
</tr>
<tr>
<td>Server Address</td>
<td>icemail.harvard.edu</td>
</tr>
</tbody>
</table>
8. Click **Next**

9. Click **Done**
Windows 8

A Microsoft account for acquiring apps and backing up the device.


1. Enter account information

   1. On Start, swipe left to the Apps list, tap Settings, and then tap email + accounts
   2. Tap Add an account > Outlook.
   3. Type your “@harvard.edu” email address and password, and then tap Sign in
   4. Add user name and domain (table below), tap Sign in
   5. If you get an error, tap advanced and add the server address, tap Sign in

<table>
<thead>
<tr>
<th>CA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
<td><a href="mailto:John_harvard@harvard.edu">John_harvard@harvard.edu</a></td>
</tr>
<tr>
<td>Password</td>
<td>*********</td>
</tr>
<tr>
<td>Username</td>
<td>abc123</td>
</tr>
<tr>
<td>Domain</td>
<td>university.harvard.edu</td>
</tr>
<tr>
<td>Server Address</td>
<td>icemail.harvard.edu</td>
</tr>
</tbody>
</table>

2. Confirm email, calendar and contacts are all syncing. Contacts will now be found under “People”.

3. Go to: Settings > Lock Screen > “Require a password after” must be set to 5 minutes.