Configuring your iPhone for Tri-C Exchange Mail

Products Affected

iPhone, iPod touch, iPhone 3G, iPod touch (2nd generation)

1. To add an Exchange account to your iPhone or iPod touch, tap Settings, then Mail, Contacts, Calendars, then Add Account, then Microsoft Exchange. Note, you can configure only one Exchange account per device.
2. On the next screen, enter your complete email address, domain, username, password, and a description (which may be anything you like). Tri-C’s Domain = **CCC_Network**.

3. Your iPhone (or iPod touch) will now try to locate your Exchange server using Microsoft’s Autodiscovery service. If the server cannot be located, the screen below is shown. Enter the college MS Exchange server’s complete address name in the Server field. **CCCMAIL.TRI-C.EDU**.
Your iPhone or iPod touch will create a secure (SSL) connection to the Exchange server.

After successfully making a connection to the Exchange server, you may be prompted to change your device password. If you have not already created a password for your device you will be requested to do so before synchronization can begin. The device password is at minimum a 4 digit pin consisting of numeric characters.

Choose which type(s) of data you would like to synchronize: Mail, Contacts, and Calendars. Note that by default, only 3 days' worth of email is synchronized. To synchronize more, go into Settings, then Mail, Contacts, Calendars, select your Exchange account, and tap on Mail days to sync.

Note that after configuring an Exchange ActiveSync account, all existing contact and calendar information on the iPhone or iPod touch is overwritten. Additionally, iTunes no longer syncs contacts and calendars with your desktop computer.
IMPORTANT:

* After successful connection, the college’s mobile computing and security policies are downloaded and applied to your device. Your 4 Digit PIN must be entered after 5 minutes of inactivity and after initially powering up the device. After 8 consecutive failed password input attempts your device will be wiped of any Exchange/Outlook data.

** ITS can only provide technical assistance with connecting your device to Cuyahoga Community College’s Microsoft Exchange services. If your device fails to connect and your cell phone provider cannot help to resolve the issue, you may need to return the device to default settings. This document is provided without guarantee. ITS is NOT responsible for any data loss during the configuration process.