

How do I configure my iPhone for mailbox synchronisation?

The following instructions apply to users wanting to receive their University email on an iPhone mobile device.

To receive your email on your iPhone you are required to have your account enabled for ActiveSync (sync.tees.ac.uk) access on our servers. ActiveSync isn't enabled by default, so if you haven't used it before it is unlikely that you will already have your access enabled. To have your ActiveSync access enabled please email the ICT Service Desk.

Note the download data rate can be as much as £1 a megabyte so bear this in mind before downloading your data. We would recommend downloading your Contacts separately before excluding it from future downloads. If you use a University mobile, contact Rae Joss for more information on the various data bundles that can be purchased.

With ActiveSync enabled, follow the below instructions to setup your Iphone to receive your University email.

1. On the Home screen of your iPhone, tap Settings.



2. Tap Mail, Contacts, Calendars.



3. Tap Add Mail Account.



4. Tap Microsoft Exchange.



5. Enter your Email (e.g. your.name@tees.ac.uk), Domain ("windows" without quotes), Username (staff U number) and Password. The Description field is automatically populated with your email address but can be modified to include any description you'd like, for example, "University Email".



6. A popup message will be displayed stating "Cannot Connect Using SSL", tap Continue.



7. Enter "sync.tees.ac.uk" (without quotes) for the Server and tap Next.

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Enter your Exchange account information

Cancel Exchange Next

Email jappleseed@acme.com

Server enter server here

Domain acme

Username jappleseed

Password ●●●●●

Description jappleseed@acme.com

8. When the setup is complete, your iPhone will display a list of data types to sync with Exchange. Choose from the list and tap Done to initiate the first sync.

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Select info to synchronize using Exchange

Cancel Exchange Done

Mail	ON
Contacts	ON
Calendars	ON