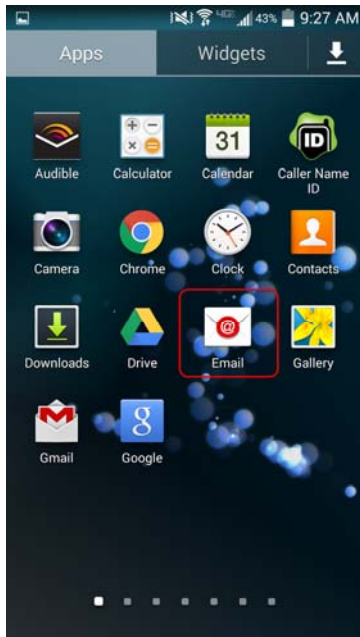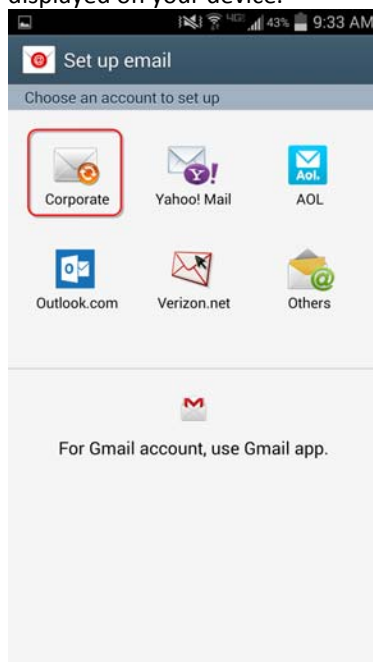**Set up Tri-C Exchange email on an Android**
ITS currently provides support for connecting Android devices to the College's Microsoft Exchange email service*. This wireless connectivity provides synchronization for your Outlook email, contacts, calendar, notes and tasks over the cellular network of your chosen device carrier. The instructions below may look different depending on your Android device. The following instructions are for Android's native email app. **

1**.** From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.

2. You may be asked for the type of account to set up. Depending on your phone, it may be listed as "Corporate", "Exchange", or "Microsoft Exchange ActiveSync". Select whichever of these options is displayed on your device.

3. Type your full email address, for example **firstname.lastname@tri-c.edu**, and your password, and then select **Manual Setup.**

4. Enter the following account information and select **Next**.
   a. **Email Address** Type your full email address in this box.
   b. **Domain \ username –** Type "tri-c.edu/username" (usually first letter of first name, first 6 letters of last name)
   c. **Password** Use the password that you use to access a Tri-C computer.
   d. **Exchange Server –** Type "webmail.tri-c.edu"
   e. If there is a separate "Domain" box, please leave this empty.
   f. Check "Use SSL" but do not choose "Use client certificate" or "Accept all certificates"

Use secure connection (SSL)

Use client certificate
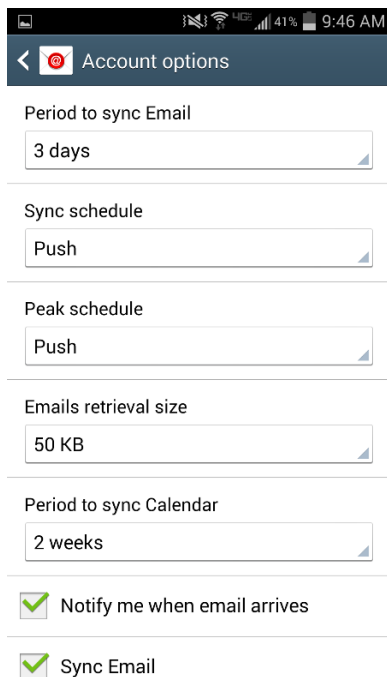
Client certificate

Mobile device ID

5. As soon as your phone verifies the server settings, the **Account Options** screen displays. The options available depend on the version of Android on your device. The options may include the following:

Email checking frequency The default value is Automatic (push). When you select this option, email messages will be sent to your phone as they arrive. Microsoft recommends only selecting this option if you have an unlimited data plan.

Amount to synchronize This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.

Notify me when email arrives If you select this option, your mobile phone will notify you when you receive a new email message.

Choose the objects you would like to sync (Email, Contacts, Calendar Tasks)

41% 9:46 AM

Account options

Period to sync Email

3 days

Sync schedule

Push

Peak schedule

Push

Emails retrieval size

50 KB

Period to sync Calendar

2 weeks

Notify me when email arrives

Sync Email

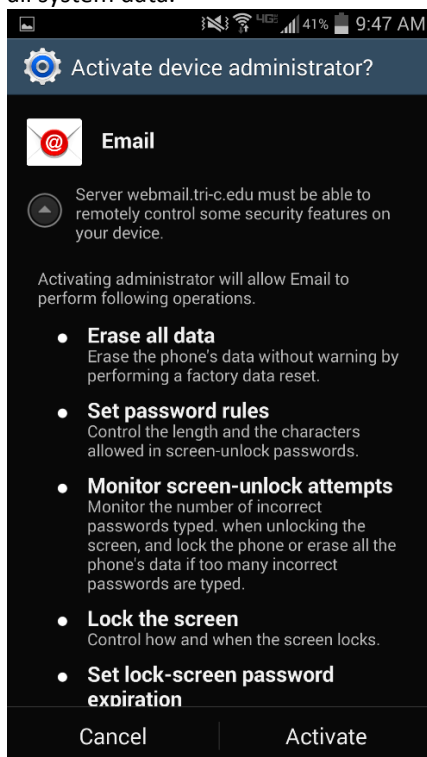6. After successful connection, the college's mobile computing and security policies are downloaded and applied to your device. Your 4 Digit PIN must be entered after **5** minutes of inactivity and after initially powering up the device. After **8** consecutive failed password input attempts your device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

7. Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the email setup and start using your account.

Set up email

Your account is set up, and email is on its way

Give this account a name (Optional)

Tri-C

Next

* 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.

**As an alternative, ITS also recommends the third-party email app "Touchdown" for Android.
Unlike the native Android app, Touchdown's security PIN is self-contained within the app. This means that the PIN does not lock your entire phone – only the app. Also, if your Touchdown security PIN is entered incorrectly numerous times, only data in the app is erased, not system-wide data on the phone. There is a cost incurred with downloading this app from the Play Store.