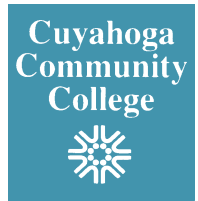**Information Technology Services**
Desktop Services – Information
ITS Mobile Device Support

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Employees

* 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 trying a third-party email app designed for your devices operating system. For example "Touchdown" or "Nine" for Android. Unlike the native email applications for your device, Third party apps 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 third party app security PIN is entered incorrectly numerous times, only data in the app is erased, not system-wide data on the phone. Usually there is a cost incurred with downloading these apps from the online stores.