Mobile Devices – University Email

**Apple (iPad, iPhone, etc...)**

1. On your device, delete your current University Exchange email account. To delete:
   - Tap **Settings > Mail, Contacts, Calendars**
   - Select your **Exchange** account
   - Press the red **Delete Account** button

2. To recreate your Exchange account:
   - Tap **Settings > Mail, Contacts, Calendars > Add Account > Microsoft Exchange**

3. On the next screen, enter the information below and tap **Next**:
   - **Email**: username@memphis.edu (username is your full email address)
   - **Username**: username@memphis.edu
   - **Password**: your University of Memphis password
   - All other fields should be left empty/at their default

4. If the **Server** field does populate, tap **Next** and proceed to step 5.

   If the **Server** field does not populate, enter outlook.office365.com in the **Server** field.

   If your device still does not populate the **Server** field, please go to the troubleshooting section for additional information.

   **NOTES**: After entering the **Server** information, check to be sure all other fields have remained as entered in step 3. If a field has changed, be sure to re-enter it as stated in step 3.

   Tap **Next**.

5. Choose which type or types of data you would like to synchronize: Mail, Contacts, and Calendars.

   Tap **Save** to finish setting up your Exchange mail.

**Android**

1. On the device, delete your current University email account.

2. Navigate to the screen to recreate your account (this should be completely new).

3. Due to the wide variety of Droid devices and operating systems, it is difficult to account for all situations. Use the following information
below for your device and its fields as they are displayed (not all fields will be displayed on all devices).

4. For additional information contact your mobile carrier:

   - **Username**: username@memphis.edu
   - **Domain**: leave blank
   - **Email address**: username@memphis.edu
   - **Password**: your University of Memphis password
   - **Server**: outlook.office365.com

**Android Troubleshooting:**

- If these instructions do not work you will want to check your Android device's operating system. Because we are running the latest version of Exchange in the "cloud", it's **recommended your device have the latest Android Operating System (OS).**

- You can check this within your device by going to **Settings > About Phone.** The information should be located within this screen. If you have questions about your phone's OS or how to update your OS, contact your service provider.

**Blackberry**

Due to the wide variety of Blackberry devices and mobile carriers, it is difficult to account for all situations. Use the following information below for your device and its fields as they are displayed. For additional information contact your mobile carrier:

   - **Username**: username@memphis.edu
   - **Password**: your University of Memphis password
   - **Server** (if needed): outlook.office365.com

**Troubleshooting for Mobile Devices**

- Some smartphone companies have pushed updates limiting phone capabilities with Microsoft email services (our email provider). Your email’s direct server URL (or POD number) can be found and added if other options have not been successful.

  - Instructions to find your server can be found on [AskTOM](#). Once you know your server URL, use it as the server name in step 4 above (for both Apple and Android).

- Outlook.com provides [additional information](#) for all devices within its help center. Be sure to select links relating to Exchange Active Sync if available. If that choice isn’t presented for your device, use IMAP.
If you have now been able to get connected, great!

If you still couldn't get connected, please be sure to have written down any error messages and proceed to the next section.

**How can I get further Assistance?**

You will need to have any error messages you’ve received while trying to login. Then contact the University Service Desk in one of two ways:

**Enter a Service Desk Ticket**

1. In an internet browser window go to [https://umhelpdesk.memphis.edu/](https://umhelpdesk.memphis.edu/)

2. On the right hand side, login with your **Username** (UUID) and **Password**, click **Log In**.

3. Click **Request Help or Services**.

4. Click **Email**.
5. Click **Mail Client Configuration and Smartphone Setup**.

6. Fill out the form and be sure to include any error messages. Click **Submit** when finished.

**Call the Service Desk**

- The umTech Service Desk can be reached at 901-678-8888.

**Online Resources**

- [umTech email training website](#) – Visit for a variety of other information/topics