



## Connecting Mobile Devices to University Enterprise Email Services

### Overview

This help sheet provides configuration settings needed to connect mobile devices such as cell phones and PDAs to the University Enterprise IMAP or Enterprise Exchange Email Services. Please refer to the Information Technology website (<http://technology.pitt.edu>) for information on connecting mobile devices to Enterprise Exchange email accounts. Any PDA or cellular phone that supports IMAP or Exchange ActiveSync can be configured to connect to the IMAP service.

Please note that your mobile device settings may be identified by terms that are different from those used in this help sheet. You may not need to enter all of the information listed below in order to configure your specific mobile device to use Enterprise email. CSSD does not provide support for mobile devices with IMAP. You may need to contact your service provider for further assistance.

Note to BlackBerry Users: CSSD provides BES Server support for BlackBerry handheld users on the Enterprise Exchange Service. Please refer to the information in the Help Sheet titled "[BlackBerry: Connect to the University-wide BlackBerry Enterprise Server](#)" on the Information Technology website (<http://technology.pitt.edu>) for further information on connecting BlackBerry devices.

### Connect a Mobile Device to the Enterprise IMAP Email Service

Enter the following information to connect your mobile device to the Enterprise IMAP email service. Your mobile device may not require you to enter all of the information listed below. Refer to the email configuration directions that the service provider for your mobile device supplies for additional information.

*Note: Mobile device users connecting to IMAP mailboxes will be able to send messages through the University's outgoing mail server (smtp.pitt.edu) using the settings below effective May 2009 without first connecting to the Secure Remote Access (SSL VPN) service.*

- **Server Type:** IMAP
- **Account Name/Description:** Pitt IMAP account
- **Name/Display Name:** Enter your first and last name (e.g., John Doe).
- **Incoming Mail Server Name:** imap.pitt.edu
- **Outgoing Mail Server Name:** smtp.pitt.edu
- **Email Address:** Your University email address entered as *username*@pitt.edu (where *username* is your University Computing Account username).
- **User Name:** Your University Computing Account username
- **Password:** Enter your University Computing Account password.
- **Incoming Mail (IMAP) Secure Connection:** set your device to use **TLS** encryption. This will set the port to **143**.  
*Note: If your mobile device does not support TLS, then select SSL instead. Selecting SSL will set the port to 993.*
- **Outgoing Mail (SMTP) Secure Connection:** set your device's encryption to use **TLS** and use port **587**.  
*Note: If your mobile device does not support TLS, then select SSL and use port 465.*
- **Outgoing Mail Server (SMTP) Authentication:** Select the option to require SMTP authentication.  
*Note: You may be asked to select the type of authentication. This should be set to **use the same settings as your incoming IMAP mail, Username and Password, or Password authentication.***
- **IMAP Path Prefix:** INBOX

## Connect a Mobile Device to Enterprise Exchange through ActiveSync

To connect to Enterprise Exchange through Active Sync, you must first have an Enterprise Exchange mailbox. Faculty and staff can contact the Technology Help Desk at 412 624-**HELP** [4357] to request access to Enterprise Exchange. Once you have an Enterprise Exchange mailbox, refer to the email configuration directions that the service provider for your mobile device supplies.

**Note:** You should use ActiveSync to connect to Enterprise Exchange. However, if your mobile device does not support ActiveSync, you can connect using **IMAP over SSL** by following the directions in the next section of this help sheet.

To use ActiveSync, enter the following information. Your mobile device may not require you to enter all of the information listed below.

- **Server type:** Exchange ActiveSync
- **Account Name/Description:** Pitt Exchange account
- **Domain:** PITT or univ.pitt.edu (either can be used).
- **Mail Server Name:** exchange.pitt.edu
- **Email Address:** *username*@pitt.edu where *username* is your University Computing Account username.
- **Username:** Your University Computing Account username (e.g., *jdoe*).  
*Note:* If a domain is not specified, you may need to enter your username as PITT\*username* (e.g., PITT\*jdoe*)
- **Password:** Your University Computing Account password
- **SSL:** If prompted, turn **SSL On**. If prompted, select **port 443**.

## Connect a Mobile Device to Enterprise Exchange Using IMAP

Enter the following information to connect your mobile device to the Enterprise Exchange email service using the IMAP protocol. Your mobile device may not require you to enter all of the information listed below. Refer to the email configuration directions that the service provider for your mobile device supplies for additional information.

- **Server type:** IMAP
- **Account Name/Description:** Pitt Exchange account
- **Name/Display Name:** Enter your first and last name (e.g., John Doe).
- **Domain:** PITT or univ.pitt.edu (either can be used)
- **Outlook Web Access (OWA):** If prompted, select this option.
- **Mail Server Name:** exchange.pitt.edu  
*Note:* If prompted, enter this for both the Incoming and Outgoing Server Names.
- **Email Address:** *username*@pitt.edu where *username* is your University Computing Account username.
- **Username:** Your University Computing Account username.
- **Password:** Enter your University Computing Account password.
- **Incoming Mail (IMAP) Connection:** set your device's encryption to use **SSL**. Selecting **SSL** will set the port to **993**.
- **Outgoing Mail (SMTP) Connection:** set your mobile device's SMTP encryption to use **TLS** and use port **587**.
- **Outgoing Mail Server (SMTP) Authentication:** Select the option to require SMTP authentication.  
*Note:* You may be asked to select the type of authentication. This should be set to **use the same settings as your incoming IMAP mail, User Name and Password, or Password** authentication.

## Get Help

CSSD supports only BlackBerry devices which use the Enterprise BlackBerry service. For detailed assistance with configuring other mobile devices to access Enterprise email, you must contact your mobile device service provider. The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology related questions. Questions can also be submitted online at [technology.pitt.edu](http://technology.pitt.edu).