

Reestablishing “Smart Phone” Connection to USF Health New Exchange Email Server

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USF Health’s new Microsoft Exchange Server provides users with advanced features such as easy technical support and added security. Some individuals may need to ‘resynchronize’ their smart phone devices to reestablish a link to their work email and calendar functions. This reference guide provides the basic steps needed to do this.

The exact procedure for reestablishing a connection to USF Health’s Exchange Email Server may differ slightly depending on the manufacturer of the mobile device. This document is designed to help provide as much guidance as is possible given those conditions.

Step One: Find out which version of Windows Mobile Operating System your unit is running.

This guide focuses on the latest version of Microsoft Mobile 6.0. This version has been available now for over a year. If you are not running version 6.0, contact your cell phone service provider for instructions on how to install Windows Mobile Devices 6.0 before continuing.

Is the unit a ‘Touch Screen’ or ‘Non-Touch Screen’ device?

Touch Screen:



All Windows Mobile touch screen devices are touch-sensitive, and have the **Start** icon in the **upper-left corner** of the screen

Non-Touch Screen:



Windows Mobile non-touch screen devices display the **Start** icon in the **lower-left corner** of the screen.

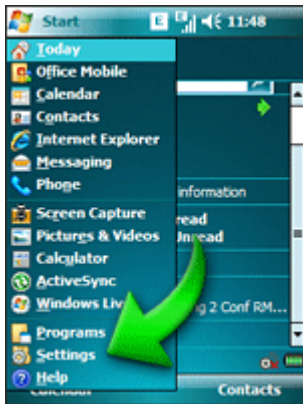


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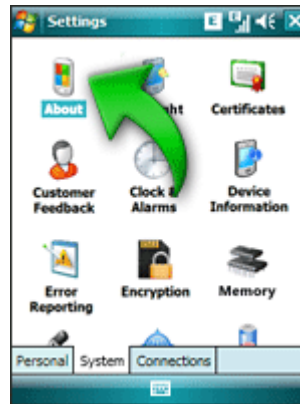
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Step Two: Which Windows Mobile Operating System is it running?

If you have a touch screen device:



1. First, tap 'START', and then tap 'SETTINGS'.



2. Next, tap the 'SYSTEM' tab, and then tap 'ABOUT'.



3. You'll find your **Windows Mobile version number** here.

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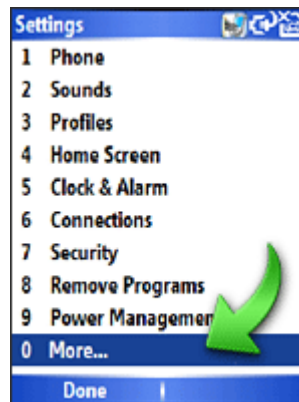
3

Step Two (cont.): Which Windows Mobile Operating System is it running?

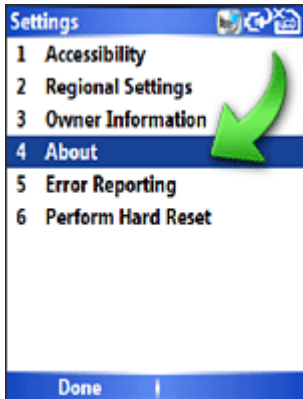
If you have a non-touch screen device:



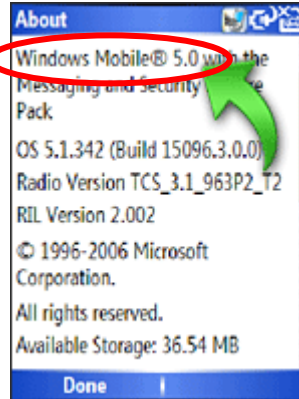
1. Click 'START', and then click the 'SETTINGS' icon.



2. Click 'MORE'.



3. Then, click 'ABOUT'.



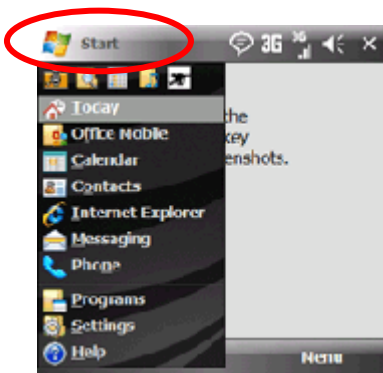
4. You'll find your Windows Mobile version number here.

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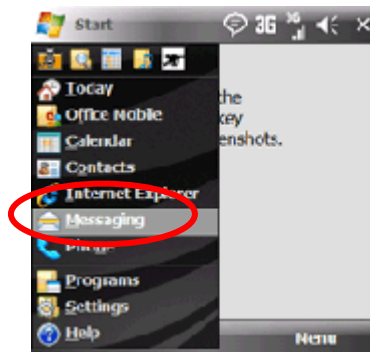
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*** REMEMBER:** The following instructions are for Windows Mobile Devices 6.0 ONLY. You must contact your wireless service provider to find the correct 6.0 version in order to upgrade your Mobile Device before proceeding!

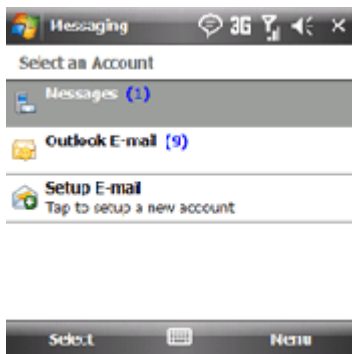
6.0 Touch Screen Models:



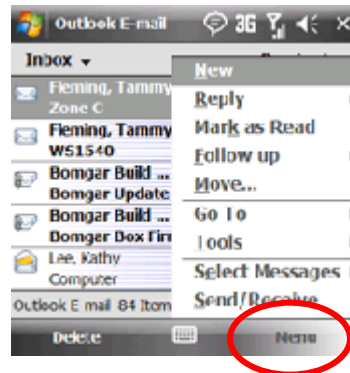
1. Click 'START'



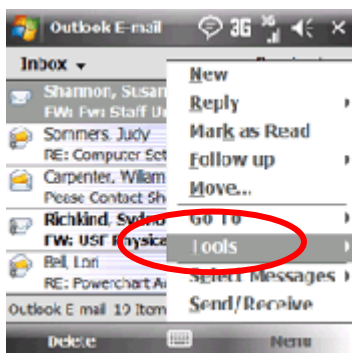
2. Click 'MESSAGING'



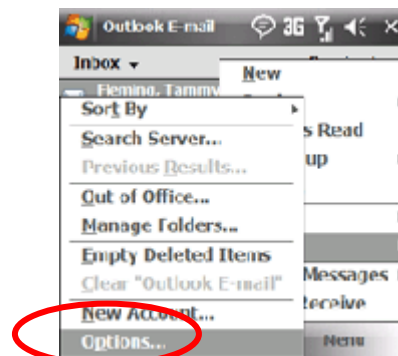
3. Click “OUTLOOK EMAIL” (This will be your work email connection.)



4. Select 'MENU'



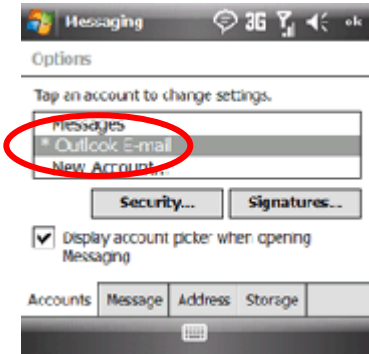
5. Select 'TOOLS'



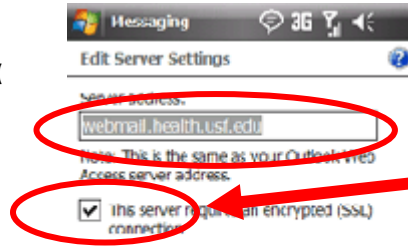
6. Select 'OPTIONS'

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7. Select the 'starred' Outlook Email option (* OUTLOOK EMAIL)

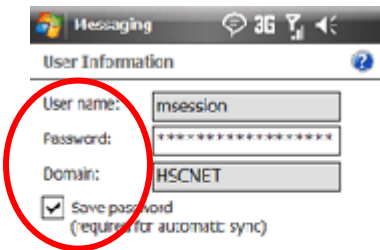


8. Enter the 'Server Address' (<https://webmail.health.usf.edu>)

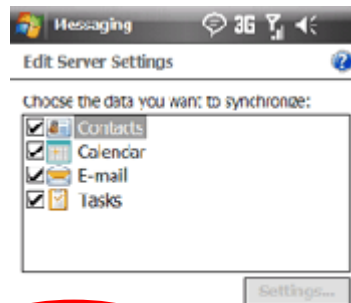
IMPORTANT: Be sure to click the SSL selection box!



Click 'NEXT'



9. Enter your User Name, your Password, the Domain Name (hscnet) and choose 'Save Password'



10. In the button selection provided, make sure the 'Email' option is selected. You may also choose any of the other options available.



Click 'NEXT'



Click 'FINISH'



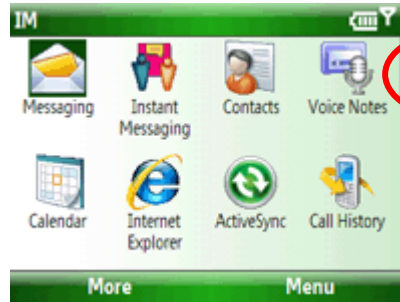
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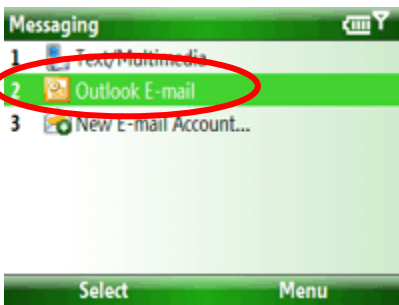
6.0 Non-Touch Screen Models



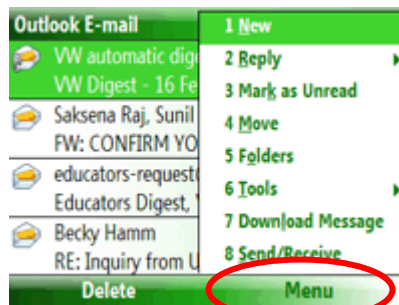
1. Press 'START'.



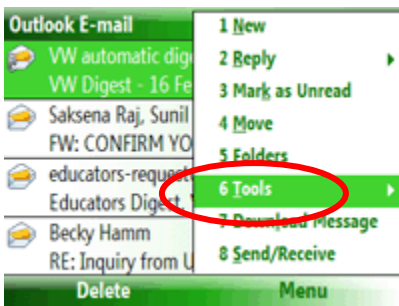
2. Click 'MESSAGING'.



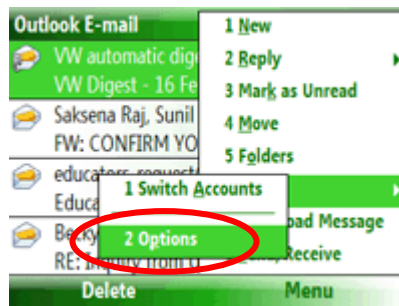
3. Select 'OUTLOOK EMAIL'.



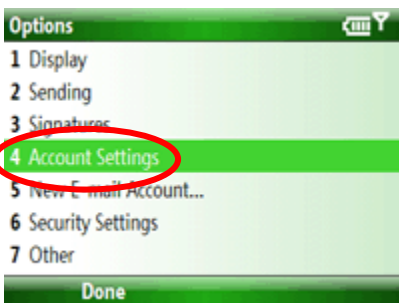
4. Click 'MENU'.



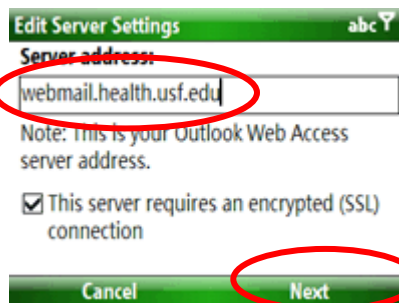
5. Click 'TOOLS'.



6. Click 'OPTIONS'.



7. Click 'ACCOUNT SETTINGS'.

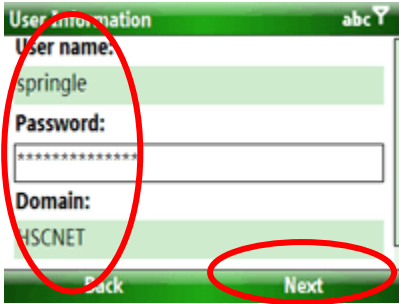


8. Enter 'SERVER ADDRESS' – <https://webmail.health.usf.edu>

Click 'NEXT'

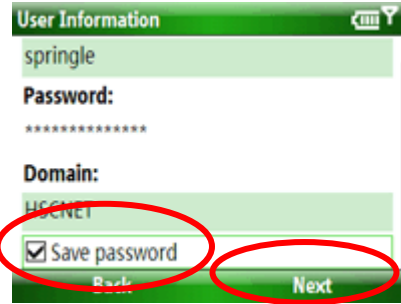
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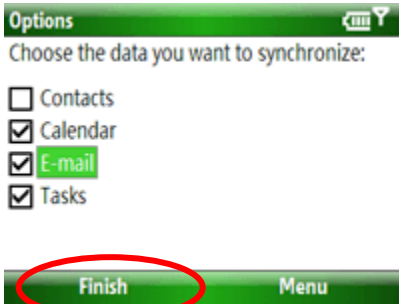
9. Enter your User Name, your Password, the Domain Name (hscnet).

Click 'NEXT'



10. Check 'SAVE PASSWORD'.

Click 'NEXT'



11. In the button selection provided, make sure the 'Email' option is selected. You may also choose any of the other options available.

Click 'FINISH'.



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iPhone, iPhone3G, and iPod Touch Models

Original iPhone and iPod (not iPhone 3G) Users:

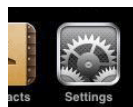
Before you begin, you must visit <http://www.apple.com/itunes/> to download the latest version (2.2) of iTunes.



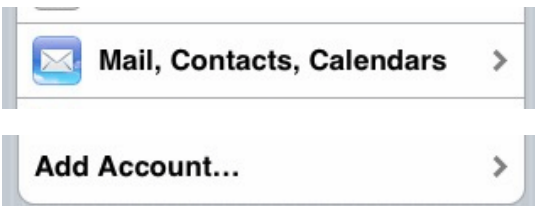
After installing and opening iTunes, select your "Device" from the list



Then click "Check for Update" to ensure that you have the latest software version 2.2 (update applies to users of the original iPhone and iPod touch)



Next click on the "Settings" icon.



Select "Mail, Contacts, Calendars"

Select "Add Account"



Select "Microsoft Exchange"



Enter the required exchange information:

(HSC Email Address, Domain, Username, & Password)



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Email jdoe@health.usf.edu
Server webmail.health.usf.edu
Domain hscnet

(enter the server address: webmail.health.usf.edu)

Click “Next”

Once the Exchange information has been synchronized, you can select the information that you want to sync and click “SAVE” or “DONE” when you are finished.

Mail ON
Contacts OFF
Calendars ON

*****Note:** By default “Contacts” is set to the “OFF” position.

If you do not want to lose the personal contacts that have been saved on your device, leave this setting in the “OFF” position.

- Turning it to the “ON” position assumes that your personal contacts reside on the Exchange server and therefore will erase your contacts on the device.
- If you have backed up your “Device” in iTunes previous to setting up Exchange, you can restore your personal contacts back to your device using iTunes.
- You can specify in iTunes that you want to sync your contacts from your PC from either:
- “Windows Contacts”, “Outlook Express”, “Office Outlook” or any of the provided email accounts designated by Apple (Gmail, Yahoo, Aol, etc.)
- For Macs you can specify in iTunes that you want to sync personal contacts from:
- “Address Book”, “Mobile Me” or any of the provided email accounts designated by Apple (Gmail, Yahoo, Aol, etc.)

Please refer to www.apple.com for guides to backing up your devices.

Finally, select the exchange email account to **configure how many days worth of mail** you would like synced:

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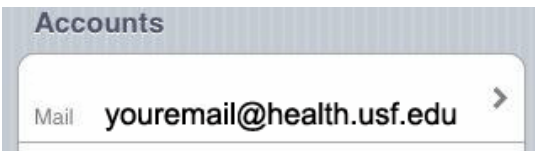
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Click on "Settings"



Select "Mail, Calendars, Contacts"



Select your "HSC email account"



You can designate how much mail can be synced to your device by selecting: "Mail days to sync".

