

# Accessing Your E-mail on a Mobile Device

You can access your USC e-mail on the following mobile devices:

- [Android](#)\*
- [Blackberry](#)\*
- [iPhone\\*/iPod Touch\\*/iPad\\*](#)
- [Windows](#)
- Any mobile device that supports ActiveSync\*.

Mobile devices that use POP or IMAP e-mail settings are not supported. If your mobile device does not support ActiveSync, you can still access your USC e-mail through a supported mobile browser.

## Configuring Your E-mail For Use On An Android Device

Follow the steps below to configure the e-mail client on your Android mobile device for use with your USC e-mail account.

<b>NOTE:</b>	The exact steps required to setup your Exchange account on an Android device can vary greatly between devices. The process described below provides an example and alternatives to help guide you. If you cannot configure your Android device based on the instructions provided, please contact Dornsife Technology Services.
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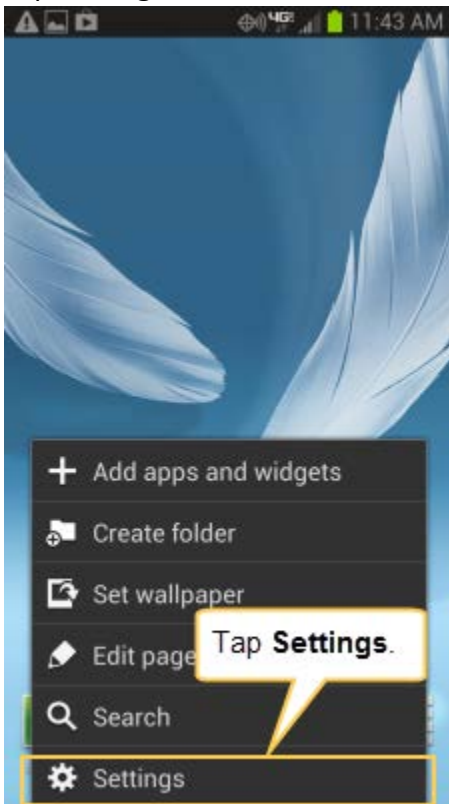
1. Tap the **Menu** button, located on the left side of the **Home** button.



The *Menu* displays.

# ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

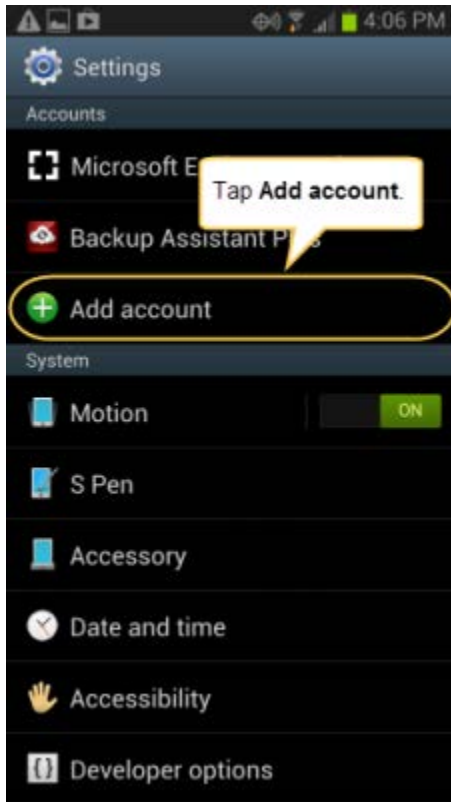
## 2. Tap **Settings**.



The *Settings* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

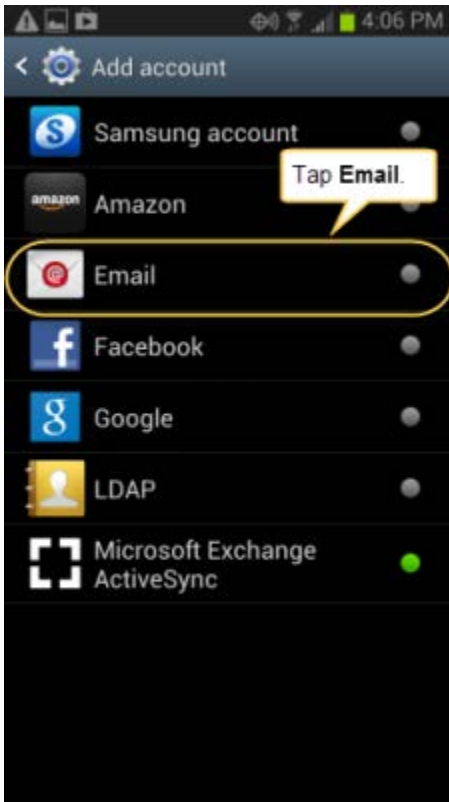
3. Swipe down the screen to the *Accounts* section. Tap **Add Account**. On some devices this option may be labeled **Accounts & Sync**.



The *Add account* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

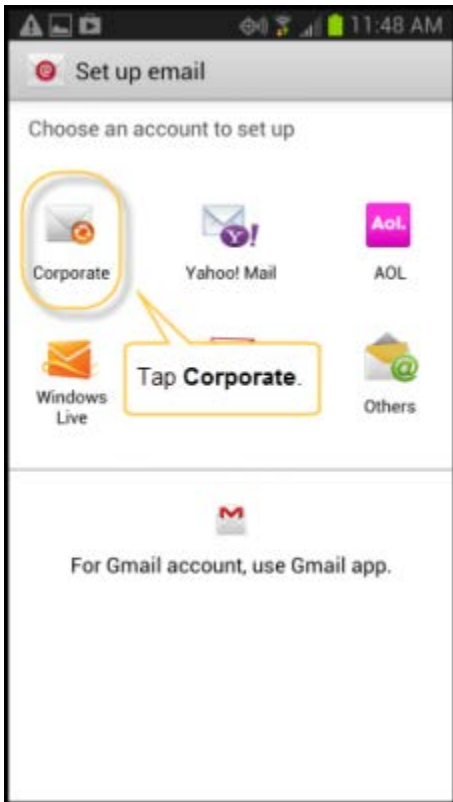
4. From the *Add account* screen, tap **Email** or **Mail**, depending upon your Android configuration.



The *Set up email* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

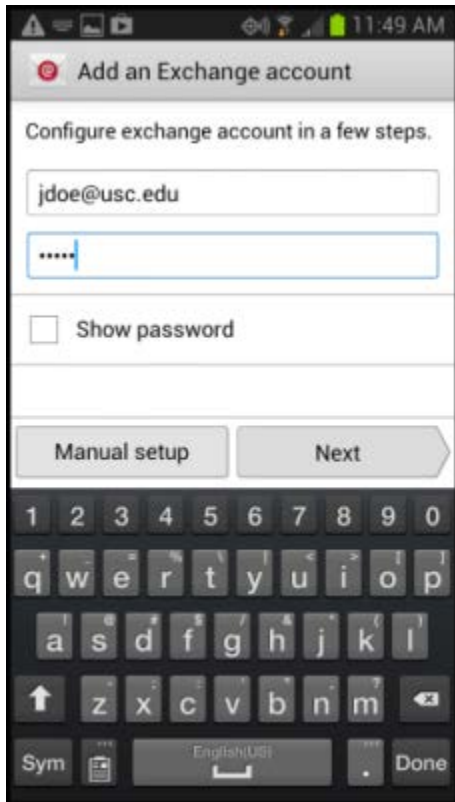
5. Tap **Corporate**. Depending upon your Android configuration, this option may appear as **Microsoft Exchange**, **Exchange Account**, or **Exchange ActiveSync**.



The *Add an Exchange account* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

6. On the *Add an Exchange account* screen, enter your USC e-mail address and password.



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**NOTE:**

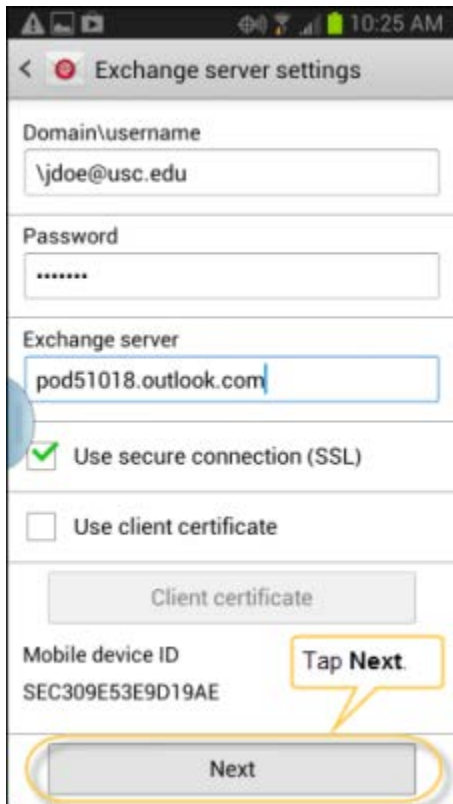
You must use your full USC e-mail address to login.

**Example:** johndoe@usc.edu

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## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

7. Tap **Next**. The information you entered is verified. Once the verification process is completed, the *Exchange server settings* screen displays.



## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

8. Tap **Next** on the *Exchange server settings* screen. The *Account options* screen displays.



The *Account options* screen controls the type of notifications (if any) you will receive when new e-mail is downloaded, how much of your e-mail to sync, the calendar period to sync, and the items you want to sync, such as e-mail and contacts. This screen will appear differently depending upon your Android configuration. The settings on this screen are entirely based upon your preference, except for the **Sync Email** option. **Sync Email** must be selected in order for your USC e-mail account to function on your Android device.

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**NOTE:**

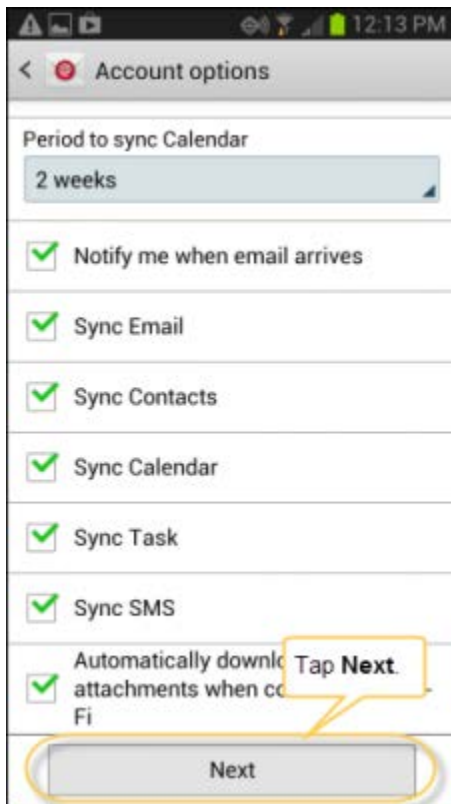
The Sync Email option must be selected in order to access and sync your USC e-mail account.

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## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

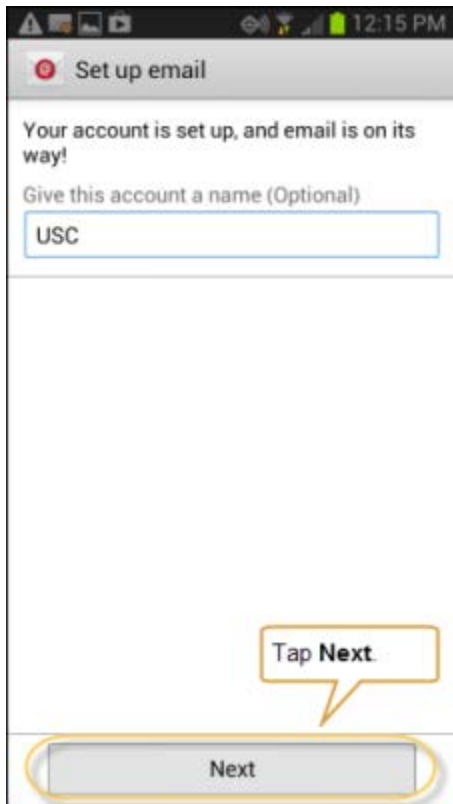
After configuring the account options, swipe down the screen and tap **Next**.



The *Set up email* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

9. On the *Set up email* screen, enter an account name for this email account. This step is optional.



This completes the setup process for Android devices. Your USC e-mail account is now available for use on your device.

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**NOTE:**

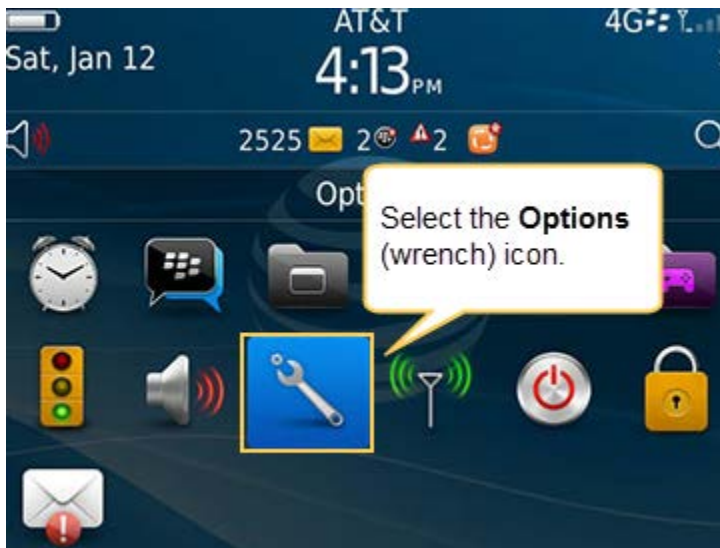
The configuration process for Android devices may vary greatly from device-to-device. For additional assistance, visit the [Microsoft Mobile Device Configuration Wizard](#) or contact the College and Libraries Help Desk at [clhd@usc.edu](mailto:clhd@usc.edu) or (213) 740- 2775.

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## Configuring Your E-mail For Use On A BlackBerry® Device

Follow the steps below to configure the e-mail client on your BlackBerry OS 7.1 mobile device for use with your USC e-mail account. If an older version of the BlackBerry operating system is being used, the process is similar.

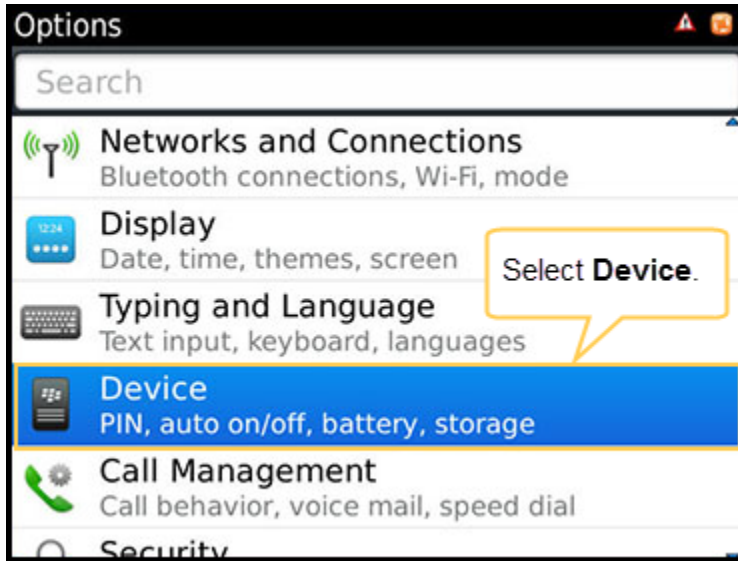
1. From the device's desktop, select the **Options** (wrench) icon.



The *Options* screen displays.

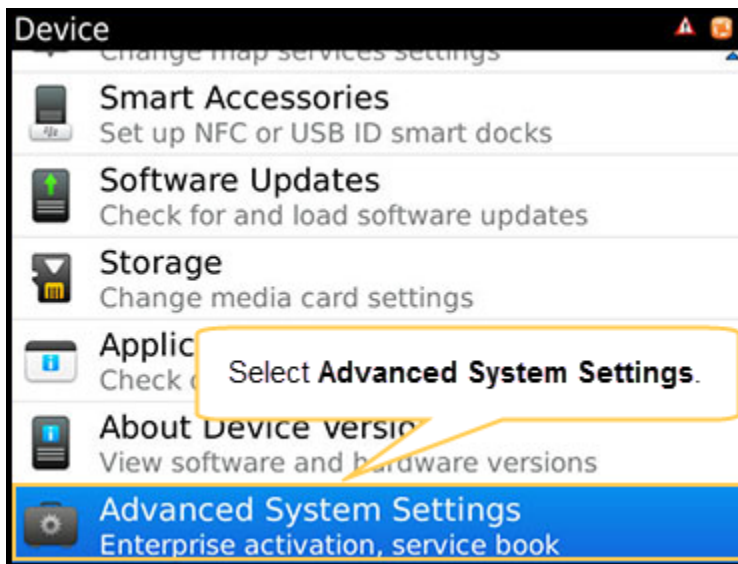
## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

2. Use the trackball or trackpad to scroll down the *Options* screen and select **Device**.



The *Device* screen displays.

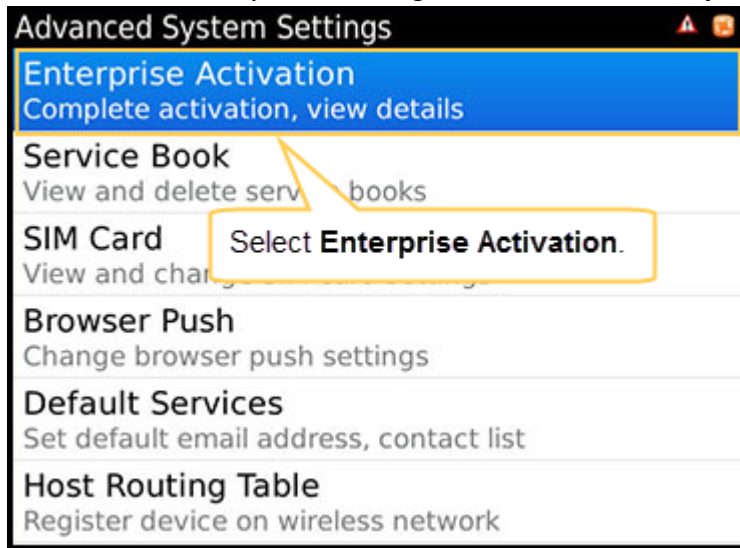
3. On the *Device* screen, select **Advanced System Settings**.



The *Advanced System Settings* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

4. On the *Advanced System Settings* screen, select **Enterprise Activation**.

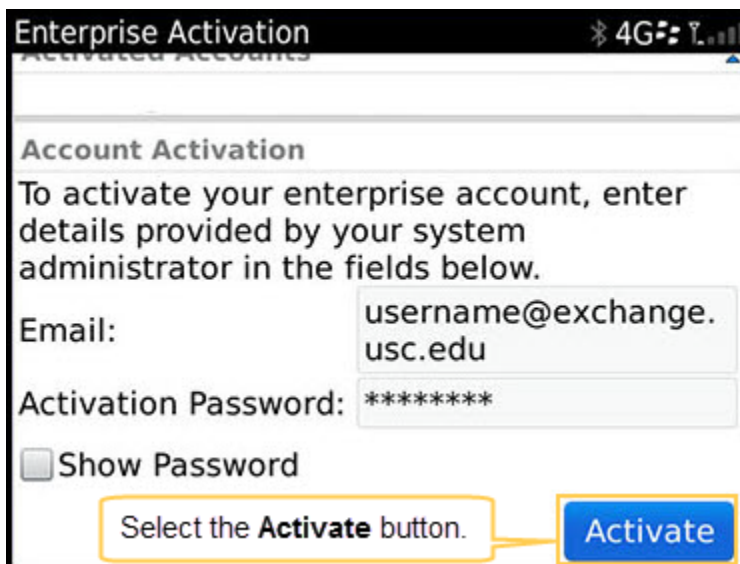


The *Enterprise Activation* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

5. On the *Enterprise Activation* screen, you must populate the *Email:* and *Activation Password:* fields. Enter your correctly formatted e-mail address (see **NOTE** below) and your activation password. If you do not have an activation password, contact the College and Libraries Help Desk at [clhd@usc.edu](mailto:clhd@usc.edu) or (213) 740- 2775 to obtain an activation password. After entering the appropriate information, select the **Activate** button.

<b>NOTE:</b>	Your e-mail address must contain the word "exchange" after the @ symbol in order for your e-mail account to correctly sync with your BlackBerry.  <b>Example:</b> <code>jdoe@exchange.usc.edu</code>  The use of the word "exchange" does not change your e-mail address. Your e-mail address will continue to be <code>yourUSCID@dornsife.usc.edu</code> .
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Enterprise Activation

Account Activation

To activate your enterprise account, enter details provided by your system administrator in the fields below.

Email:

Activation Password:

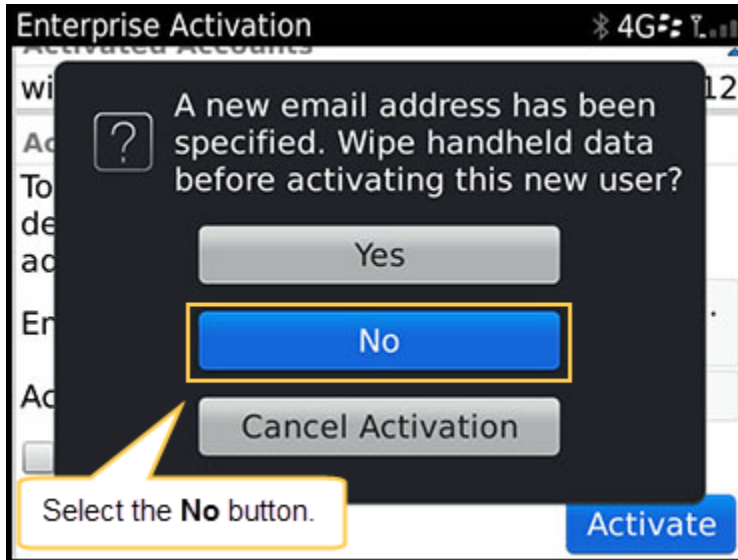
Show Password

Select the **Activate** button.

**Activate**

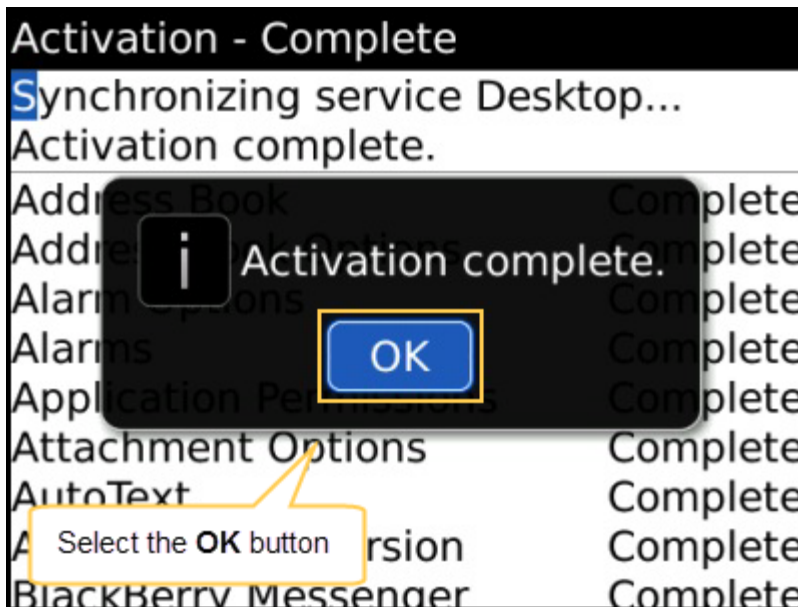
## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

6. After selecting the **Activate** button, you may receive a message prompting you to erase all the data from your BlackBerry device. Erasing your device data is not required or recommended in this scenario. Select the **No** button on the message prompt.



The *Activation - Complete* screen displays.

7. The activation process is complete. Click the **OK** button on the *Activation Complete* message prompt.

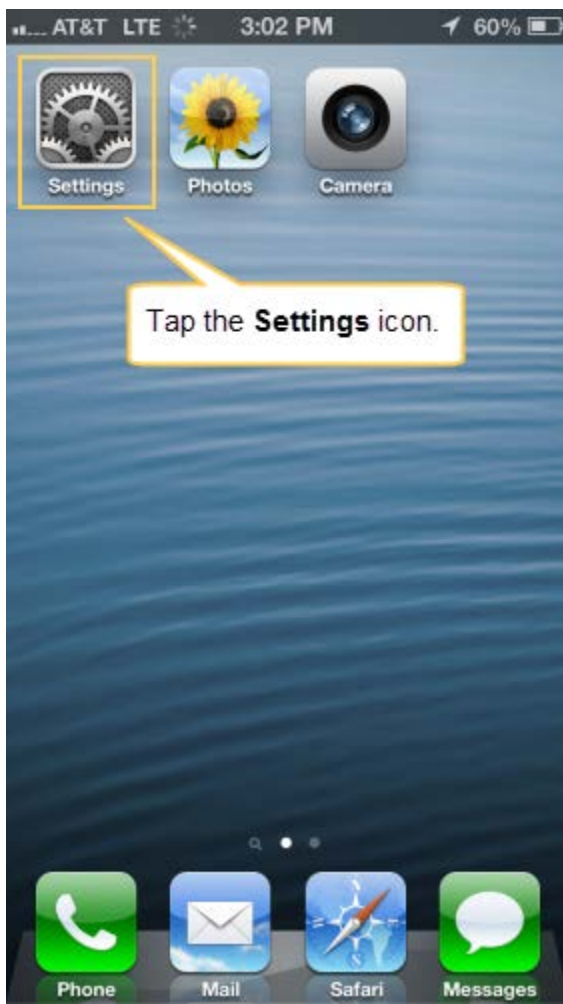


This completes the setup process for BlackBerry OS 7.1 devices. Your USC e-mail account is now available for use on your device.

## Configuring Your E-mail For Use On An iPhone/iPod Touch/iPad Device

Follow the steps below to configure the e-mail client on your Apple® mobile device for use with your USC e-mail account.

1. From the device's desktop, locate and tap the **Settings** icon.



The *Settings* screen appears.



# ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

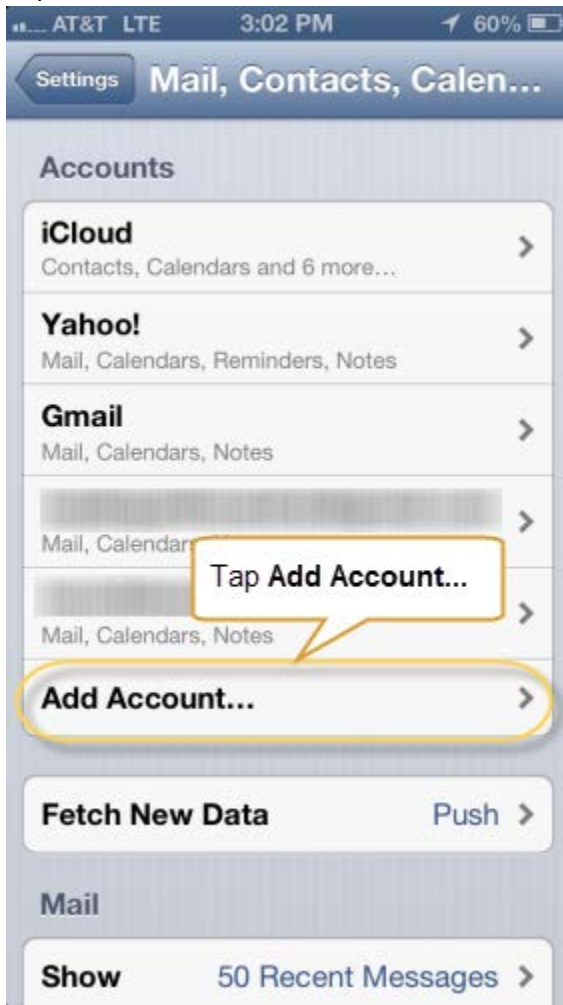
## 2. Tap **Mail, Contacts, Calendars**.



The *Mail, Contacts, Calendars* screen displays.

# ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

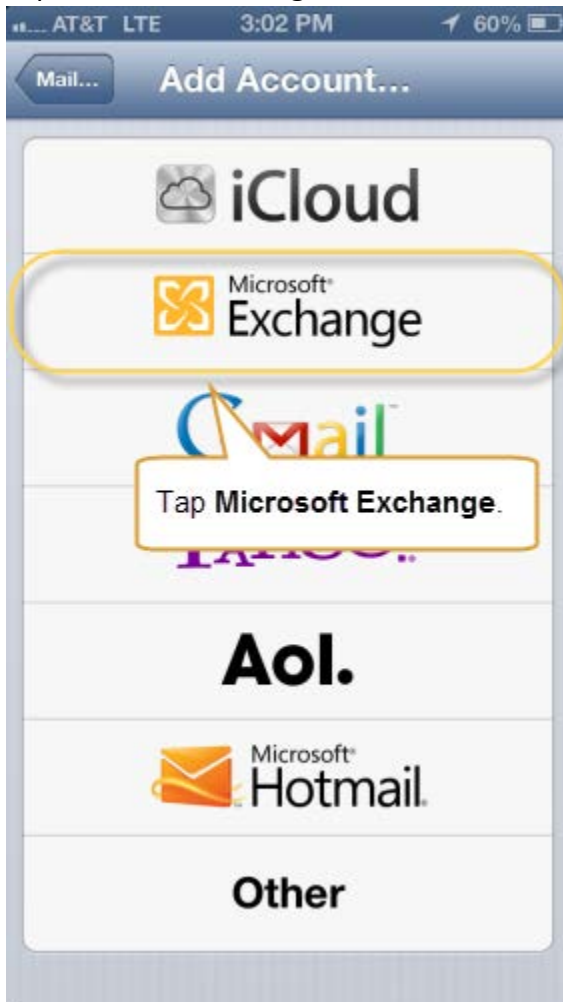
## 3. Tap **Add Account...**



The **Add Account...** screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

### 4. Tap **Microsoft Exchange**.



The *Exchange* screen displays.

### 5. In the *Email* field, enter your USC e-mail address. You must enter the full e-mail address.

<b>NOTE:</b>	You must use your full USC e-mail address to login. <b>Example:</b> johndoe@usc.edu
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### 6. In the *Password* field, enter your USC password.

### 7. In the *Description* field, enter an account description, such as USC. Entering a description in this field is optional.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

8. After populating the *Email*, *Password*, and *Description* (optional) fields, tap **Next**.



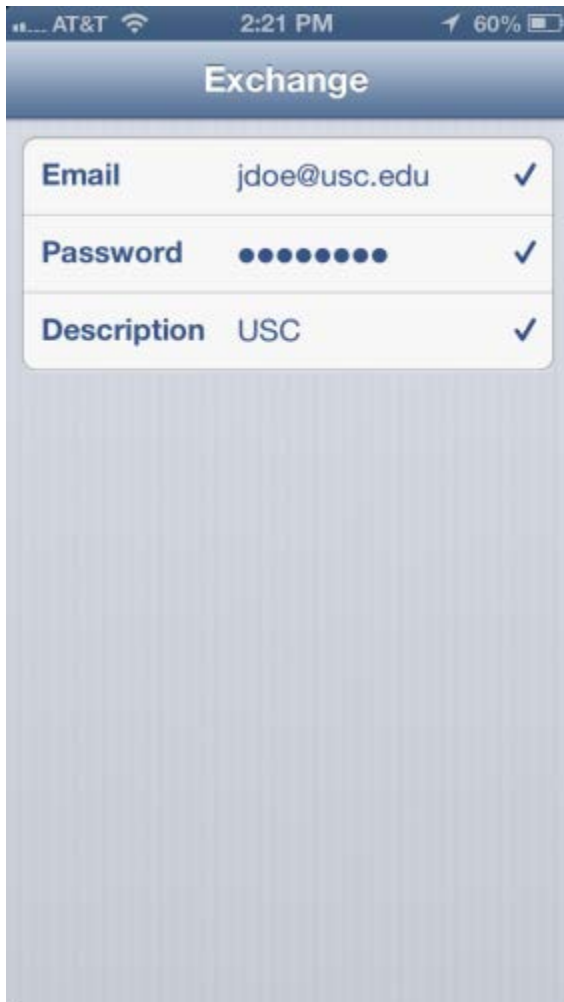
## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

- The information entered in the *Email*, *Password*, and *Description* (optional) fields is verified by the Exchange server.



## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

10. After the information has been verified, check marks appear at the end of the *Email*, *Password*, and *Description* (optional) fields indicating that the information entered is correct.



## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

11. After a 3-5 second delay, the screen reloads and displays the available options for the account. From this screen, you have the ability to enable or disable the features that will sync with your USC account. The available options are **Mail**, **Contacts**, **Calendars**, and **Reminders**. By default, all options are set to **ON**. Tap the item(s) that you want to disable.

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**NOTE:**

The Mail option must be set to **ON** in order to access and sync your USC e-mail account.

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## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

12. After selecting the options you want to enable for this account, tap **Save**. The *Adding Account* screen displays.





## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

13. When the account has been successfully added to your iPhone/iPod Touch/iPad, the screen title changes to *Account Added*.



## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

14. After a 3-5 second delay, the *Mail, Contacts, and Calendars* screen displays. The Exchange account that you just created now appears in the listing of e-mail accounts, as shown below.



This completes the setup process for iPhone/iPod Touch/iPad devices. Your USC e-mail account is now available for use on your device.

## Configuring Your E-mail For Use on a Windows Mobile Device

Follow the steps below to configure the e-mail client on your Windows mobile device for use with your USC e-mail account.

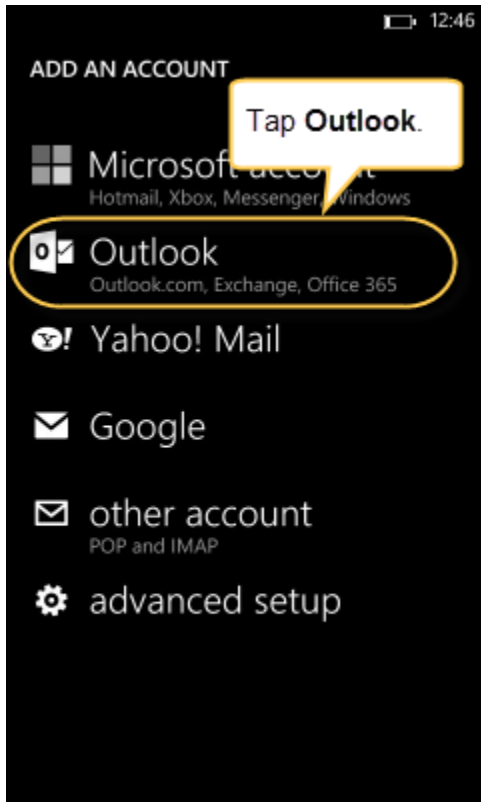
1. From the device desktop, tap the **Envelope** icon.



The *ADD AN ACCOUNT* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

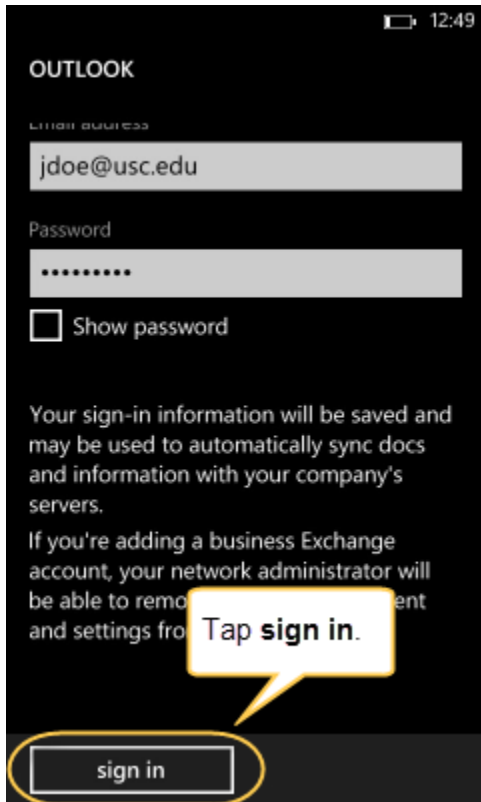
2. The *ADD AN ACCOUNT* screen displays several mail configuration options. Tap **Outlook** to configure your USC e-mail account.



The *OUTLOOK* screen displays.

## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

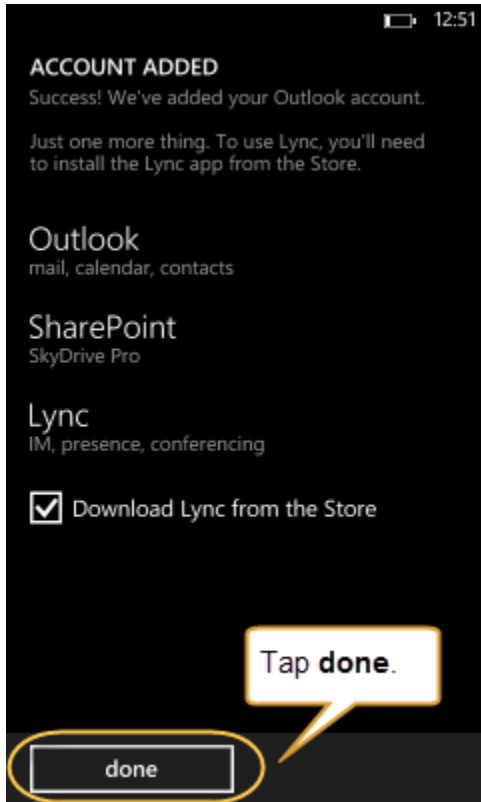
3. In the appropriate fields on the *OUTLOOK* screen, enter your USC e-mail address and password.



<b>NOTE:</b>	You must use your full USC e-mail address to login. <b>Example:</b> johndoe@usc.edu
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## ACCESSING YOUR E-MAIL ON A MOBILE DEVICE

4. Tap **sign in**, located at the bottom of the *OUTLOOK* screen. The e-mail account settings are verified. When the verification process is complete, the *ACCOUNT ADDED* screen displays.



If you want to download Microsoft Lync®, leave the checkbox selected. If you do not want to download Lync, de-select the checkbox. Downloading Lync is optional.

5. Tap **done**.

This completes the setup process for Windows devices. Your USC e-mail account is now available for use on your device.