iPhone Users

How to configure iPhone to UCM email system

Summary

Instructions on how to configure an iPhone to connect to the UCM email system.

Email is a common delivery mechanism for sensitive information with patients or between employees. The consequences of unencrypted, lost data include fines to the organization, potential identity theft of our patients, compromised research data, endangered federal grant status, loss of commercialization properties, erosion of alumni and donor trust, and risk to the reputation and image of the organization. To avoid these issues and align with business and regulatory requirements, mobile devices connecting to the UCM email system will be required to be encrypted (phone and any installed SD card) in order to continue receiving email.

NOTE: Apple devices (iPads and iPhones) are encrypted when a PIN is applied to the device.

Step-by-Step

1. From your device, click on the Settings icon.

2. Click on Passwords & Accounts.

3. Click Add Account.


5. Enter your email address in the Email field.

6. The Description field will populate with “Exchange” by default. You can change that to whatever you like.

7. Click Next.

8. Click Configure Manually.

9. Enter your password in the Password field.

10. Click Next.

11. Enter mail.uchospitals.edu in the Server field.

12. Enter the domain in the Domain field.
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  a. If this is a UCHAD email account, enter UCHAD.
  b. If this is a BSDAD email account, enter BSDAD.

13. Enter your username in the Username field.
14. Enter your password in the Password field.
15. Click Next.
16. Click Save.

Escalation

If this is a hospital or BSD issued iPhone and this process could not be completed successfully, open an incident for configuration assistance and send it to Field Services.

If this is the user’s personal equipment, explain to them our “best effort practice” and refer them to Apple for further technical support.