Smartphones Service: ActiveSync for Android

User Guide

University of Central Florida
UCF Service Desk
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ActiveSync Activation

ActiveSync is the service that connects your UCF Exchange account to your Android smartphone or device. ActiveSync will synchronize the email, calendar and contacts of your UCF Exchange account.

Preparing for Activation

1. Please create a backup of your device.

2. Make sure you have a strong signal on your phone. Activation may be prolonged or even fail if your signal is weak.

NID Password Note:

Please be aware that the NID password will expire every 60 days. Once you reset your NID password you will need to change it on all devices and applications that use that password. This includes but is not limited to the ActiveSync service on a phone and the UCF wireless account on a laptop or phone.

Adding the Smartphone Account

Note: Due to the variety of Android phones, the setup process may vary from phone to phone. The sequence was done on a HTC EVO device

From the Android Home menu choose the Settings icon.

From the Settings menu, choose Accounts & Sync
Select the **Add Account** option.

Choose the **Exchange ActiveSync, Microsoft Exchange, or something similar** option.

Below are examples:

![Exchange ActiveSync](image)

Enter the following information in their respective fields:
- Email address: **Your NID@ucf.edu**
- Password: **Your NID password**

Select **Next**.
Enter the following information in their respective fields:

Email address: **NID@ucf.edu**
Server address: **webmail.ucf.edu**
Domain: **NET**
Username: **Your NID**
Password: **Your NID Password**

Select **Next**

You will be prompted, click **Continue**.

Choose which objects; Email, Contacts and/or Calendars will be synchronized.

Once you have made your selection, click the **Finish setup** button.
You will be prompted click **OK**.

You will be prompted click **Activate** to apply Exchange Server Security Policies.

**Your Android is now activated.**
Appendices

Appendix A: Troubleshooting

Having trouble activating your Android?

Double check your server settings.

Be sure that you have entered your email address correctly in both the “username” and “email” fields.

Call the Service Desk to verify your account has been created on the server.
## Document Version Control

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