Smartphones Service: ActiveSync for iPhone, iPad or iPod touch

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 iPhone smartphone or device (e.g. iPad). ActiveSync will synchronize the email, calendar and contacts of your UCF Exchange account.

Preparing for Activation

1. Please create a backup of your devices. Most commonly for an iPhone this is done through iTunes. Once your iPhone is connected, check that your sync settings are correct and then select Sync. Please verify that all information was saved properly. It is also advisable to right-click over the device name in the menu on the left and select Back Up.

2. Sync your contacts and calendar

3. Make sure you have a strong signal on your phone. Activation may be prolonged or even fail if your signal is weak. The iPod touch will need to have a strong Wi-Fi connection and the iPhone or iPad can use either Wi-Fi or 3G.

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. www.MyNID.ucf.edu

Adding the Smartphone Account

Settings>Mail, Contacts, Calendars > Add Account >Microsoft Exchange

Choose Settings Tap Mail, Contacts, Calendars Tap Add Account
ActiveSync Activation – iPhone, iPad, iPod touch

Enter the sever name: webmail.ucf.edu
Then tap Next

If the unable to verify screen appears, tap Accept

Type in the following:
Email: FN.LN@ucf.edu (i.e. John.Smith@ucf.edu)
Domain: NET
Username: Your NID
Password: Your NID password

The Description field can be any meaningful title you wish to use. In this example: UCF Mail
Tap Next when finished.
Please select Mail, Contacts and/or Calendars to **ON**. Then tap **Done**.

If you have data on phone and wish to keep it, select **Keep on My iPhone**.

You should now see your new account listed.

If you do not have an 8 digit passcode, you will now be prompted to set one. Select **Continue**.

You will need to select passcode (8 or more characters), then tap **Next**

Please re-enter the passcode and then tap **Next**

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Do not forget it! There is no way to find out what you chose as your passcode.

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Your iPhone is now activated.
ActiveSync Activation – iPhone, iPad, iPod touch

After Activation

Keeping Messages On Your iPhone Longer.

Settings > Mail, Contacts, Calendars

Choose Settings

Select Mail, Contacts, Calendars

Select your email account

Select Mail days to sync

Tap the time frame desired. “No Limit” is not supported but will default to 180 days if selected.
Change Lock Out Settings
The 8 digit passcode is required for security reasons. You can choose a longer period of time before you slide to unlock (auto-lock) and before you have to enter the passcode code.

Choose Settings  Select General  Select Auto-Lock  Tap the time frame desired.

Choose Settings  Select Passcode Lock  Enter your passcode.

Select Require Passcode  Tap the time frame desired.
Appendices

Appendix A: Troubleshooting

Having trouble activating your iPhone?

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.

I’m not getting the calendar invitation alerts.

Check the invitation settings.

Choose **Settings**  
Select **Mail, Contacts, Calendars**  
Set New Invitation Alerts to **ON**
My Mail/Contacts/Calendar is not synching properly....

Choose Settings

Select Mail, Contacts, Calendars

Select your email account

Tap the Mail, Contacts or Calendar to OFF

Tap the Mail, Contacts or Calendar to ON

Allow 5 minutes for the device to sync with the server.
## Document Version Control

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