

Smartphone Configuration Information

Faculty/Staff/Student Information

Overview

Smartphones are devices used to make phone calls and send/receive text messages. In addition, they might function like a mini-PC with features such as word processing, sending/receiving email, taking pictures and accessing the Internet. Some examples include: Blackberry, iPhone, and Palm.

Technology Services does not recommend, configure or maintain any personally-owned smartphones. We are not able to provide support for smartphones other than some very general email configuration information such as the names of the email servers or the domain.

Email

There are two primary ways to access Alverno email on a smartphone.

For Students:

1. Using a web browser on the device to navigate to Alverno's email servers. Navigate to:

student.alverno.edu for student webmail
2. Configure the email client application that comes with the device. Please refer to your device's manual or contact your service provider for detailed instructions.

Display Name:	your name
Email Address	your Alverno email address (username@alverno.edu)
Mail Server Type	IMAP
Incoming (IMAP) Server Name	student.alverno.edu
Outgoing (SMTP) Server Name	student.alverno.edu
Account Name	your Alverno network user name
Password	your Alverno network password

For Faculty/Staff:

1. Using a web browser on the device to navigate to Alverno's email servers. Navigate to:

exchange.alverno.edu

2. Configure the email client application that comes with the device. Please refer to your device's manual or contact your service provider for detailed instructions. Below is some information that may assist you with the configuration of your device

Display Name:	your name	
Email Address	your Alverno email address (firstname.lastname@alverno.edu)	
Outlook Web Access Server	exchange.alverno.edu	
Mailbox Name (if required on your device)	Firstname.lastname	
Incoming Mail Server Name	A-J (by first name) K-Z (by first name) Exceptions: Those who have Mac's on campus – Server Name: Exchsrv1 Security and Alverno Presents Staff, Dining Services – Exchsrv1 Administrative Executives or those with Alverno Provided Smart Phones: - Exchsrv1	Server Name: Exchsrv1 Server Name: Exchsrv
Outgoing Mail Server Name	mail.alverno.edu	
Account Name	your Alverno network user name	
*Password	your Alverno network password	

Technology Services recommends using Outlook Web Access (OWA) for several reasons:

- 1) If you use the email client application on the phone you will need to configure it. To access your email from our Exchange servers directly (not through OWA) you will need to enter the full name of the server that your mailbox is on. We have multiple Exchange servers on campus, and regularly need to move mailboxes to different servers. This breaks the configuration when it is set manually. Technology Services can provide you with the name of the server where your mailbox resides when requested. However we cannot guarantee that the specific information we provide will not change.

Using OWA eliminates this problem. When you log into OWA, the server will detect the location of your mailbox during the authentication process. As long as the mail server is functional, the mailbox is available.

- 2) Each smartphone provides different ways of connecting to email such as POP3, IMAP, ActiveSync and RIM. Some of these services are not available on our servers. Other services have been disabled for security reasons. In addition, many phones require additional hardware and licensing fees to support integration with email.
- 3) Using OWA can make troubleshooting easier. If there is a problem accessing mail and you can successfully open other web sites you know the problem is with the College's mail server.

If you connect via the email application on the smartphone, the problem could be caused by one or more things, such as your provider's email server (if you use a forward/redirect method), the servers at Alverno College, the time it takes to synchronize between the two sets of servers, or the strength of the wireless/data connection. You will need to work with your service provider to resolve any communication issues.

If you choose to access your Alverno email using the email client application on your smartphone instead of using OWA, you may have better results if you choose a smartphone with the Windows Mobile operating system (as opposed to BlackBerry, Palm, Mac or Symbian operating systems). Since we use Microsoft Exchange for Alverno faculty/staff email, the Windows Mobile OS is likely to provide better integration with Exchange email. However, please remember Technology Services is not able to provide support for smartphones other than some very general email configuration information such as the names of the Exchange servers or the domain.

PLEASE NOTE:

- If you configure your mail to "remember password" you will need to manually change it whenever you change your network password. Please check your device's user manual or contact your service provider to obtain instructions for your specific phone brand and model.
- Only mail using an @alverno.edu email address is allowed to exit our email servers. If you configure your SmartPhone to use Alverno's mail server but send mail from an address other than your Alverno email address, the message will not be sent and will immediately be deleted from our server.