

Setting up iPhone with Case Google Mail

Concept

This document demonstrates how to set up an iPhone 3G or 3GS so that Case Google Mail can be received and sent through the Mail application.

Before beginning this process, please make sure you are using the most recent iPhone/iPod Touch software. The minimum required version is 2.0. Updates for the iPhone and iPod Touch can be accessed by accessing iTunes.

These instructions assume that you have already activated your Case Google Mail account and are successfully sending and receiving email, and that IMAP has been enabled in Google settings. Please see the documents Provisioning Your Case Google Mail Account and Google Mail Settings for IMAP for instructions if you have not performed those actions.

You will need to know your Case Google Apps password for these instructions. If you don't remember or don't know your password, please visit the Case Google Mail (<https://its-services.case.edu/my-case-identity/google-apps/>) page to reset your password at <https://its-services.case.edu/my-case-identity/google-apps/>.


Procedure

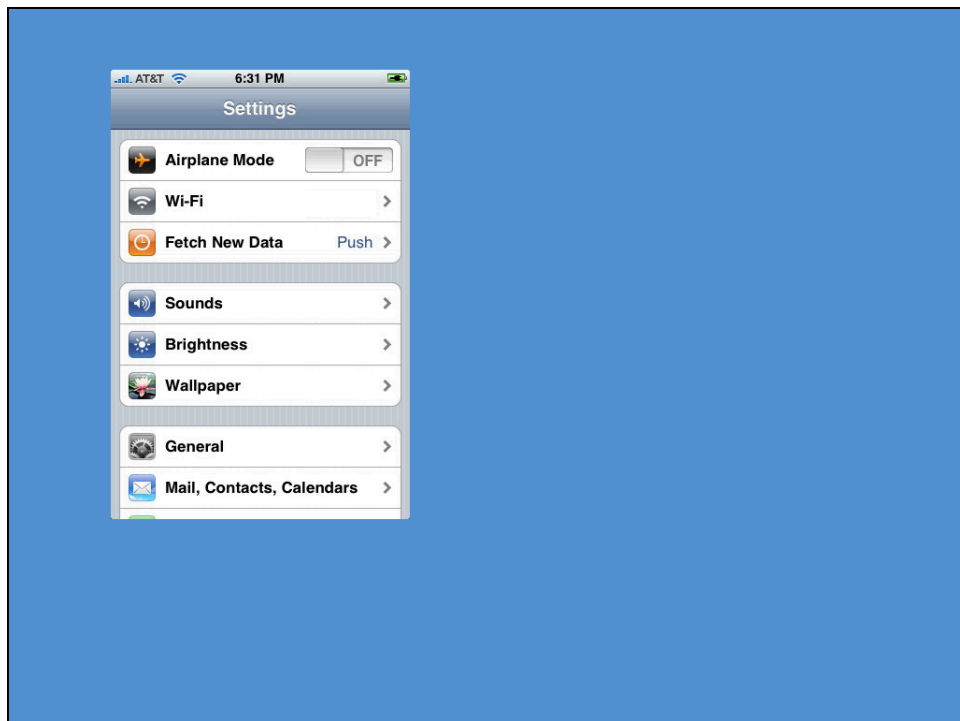
Use this guide to set up the Mail application on the iPhone to send and receive Case Google Mail.

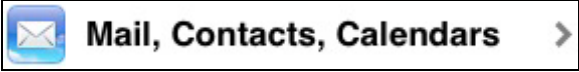
System Process Document

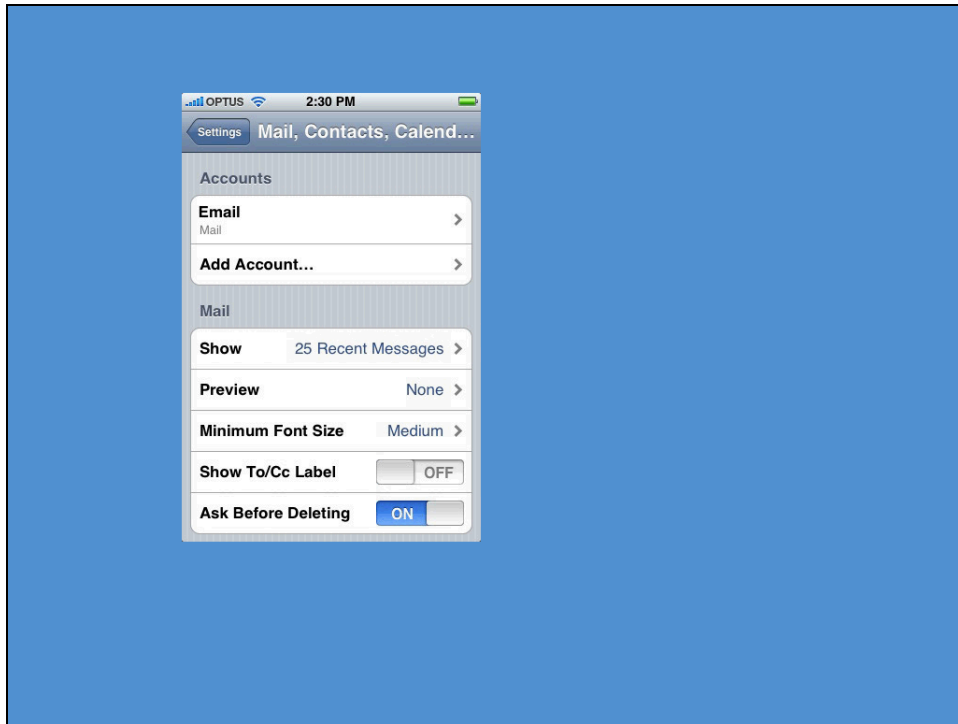
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Step	Action
1.	Touch the Settings icon. 



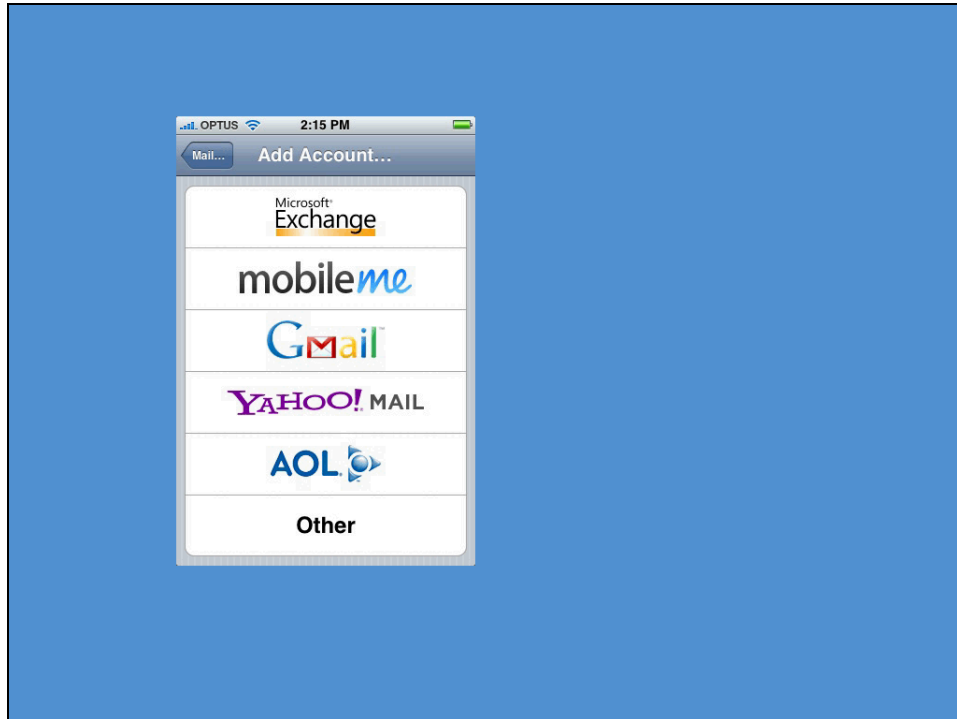
Step	Action
2.	Touch the Mail, Contacts, Calendars menu. 





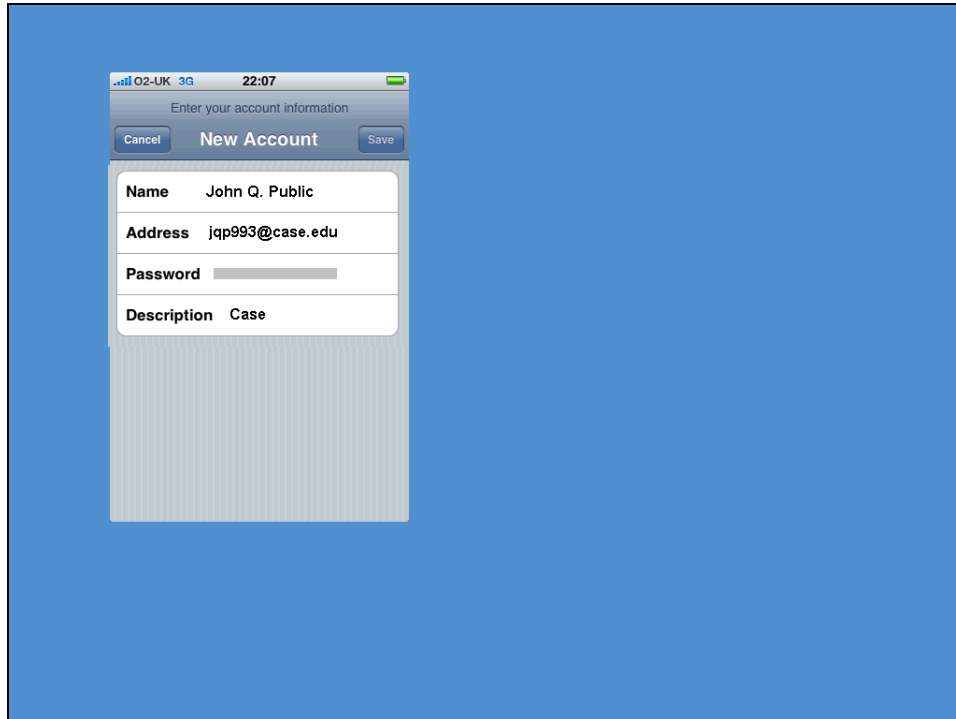
Step	Action
3.	Touch the Add Account... menu. 


System Process Document

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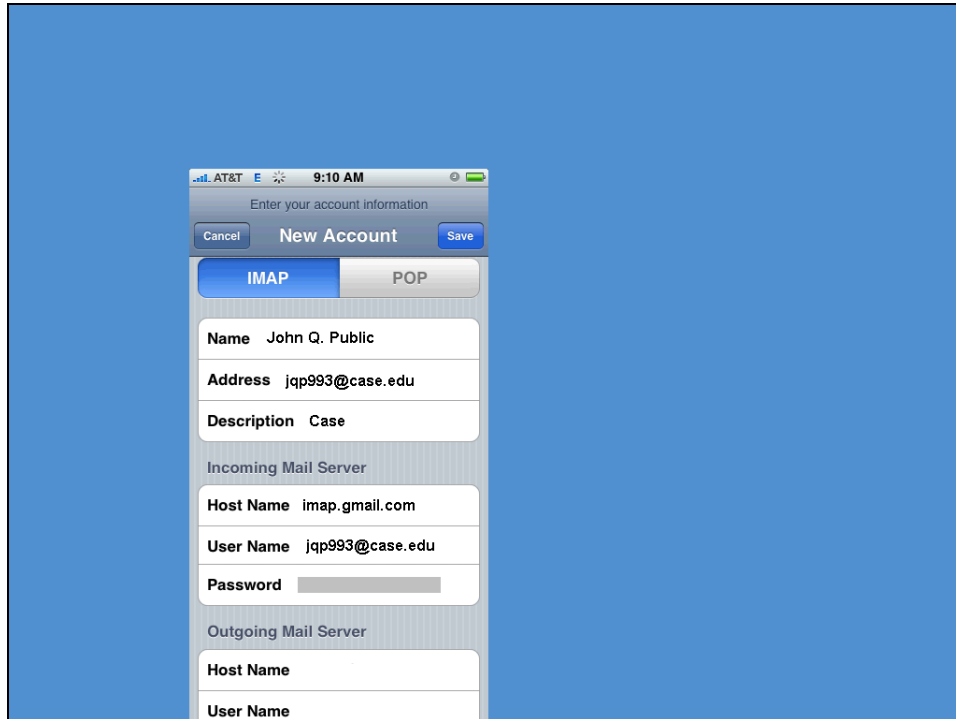
Step	Action
4.	Touch the Other option. 
5.	Touch the Add Mail Account menu. 



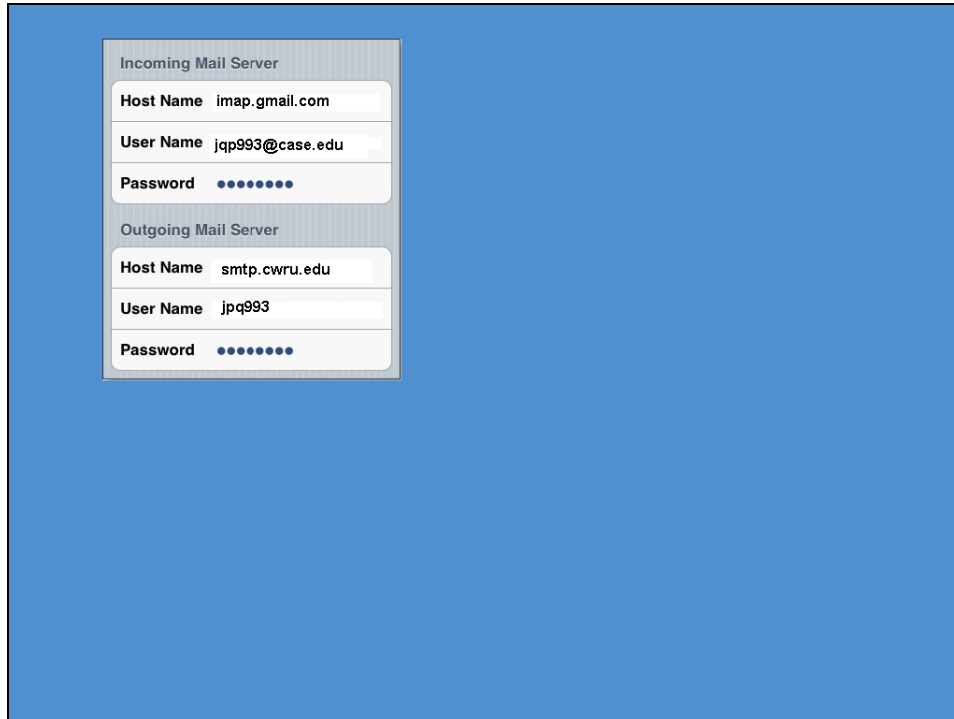
Step	Action
6.	<p>Touch the Name field and enter your name as you would like it to appear when your emails are received.</p> <p>Touch the Address field and enter your Case Net ID followed by "@case.edu".</p> <p>Touch the Password field and enter your Google Apps password.</p> <p>Please note: This password is not necessarily the same as your Case Net ID password. If you have forgotten your Google Apps password, go to https://its-services.case.edu/my-case-identity/google-apps/ to reset it.</p> <p>Touch the Description field and enter "Case".</p>
7.	<p>Touch the Save button. If the save was successful, green checkmarks will briefly appear next to the four fields on the screen.</p> <p>If the save fails, it is most likely due to the password having been entered incorrectly. Attempt to enter the password again. If necessary, reset your Google Apps password.</p> <div style="text-align: center;">  </div>

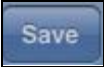

System Process Document

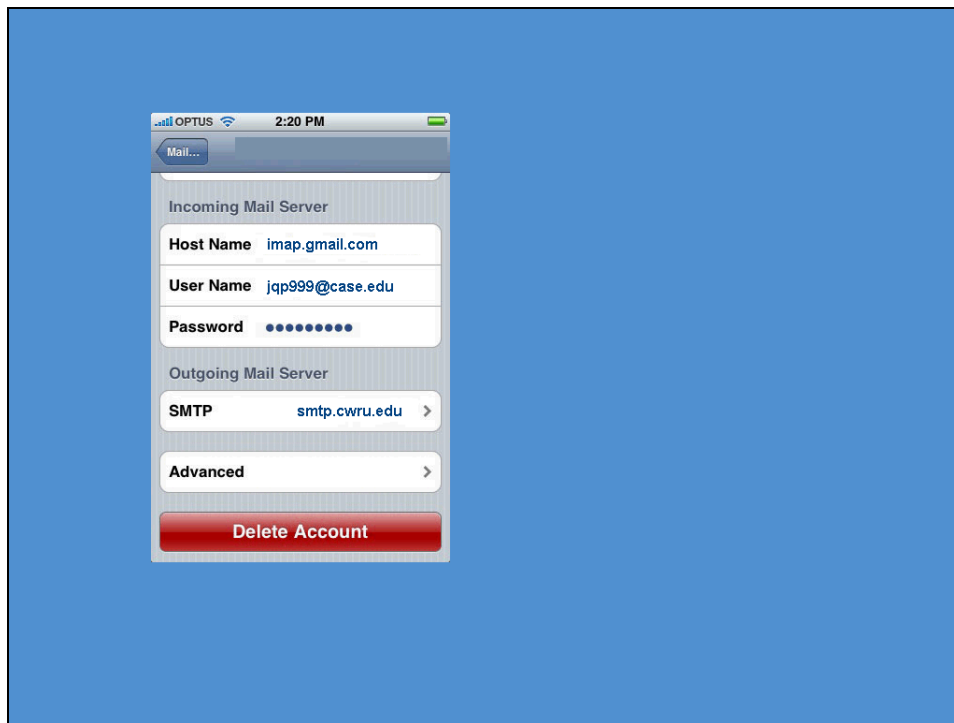
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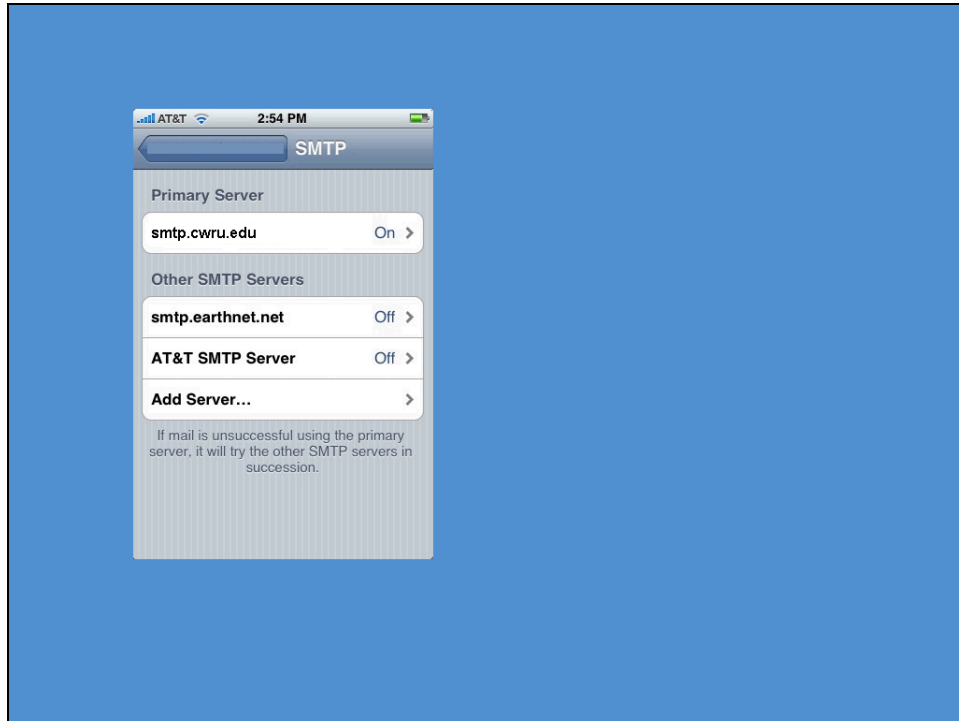
Step	Action
8.	<p>The New Account screen appears.</p> <p>The default server type of IMAP is recommended.</p> <p>Touch the Host Name field and enter "imap.gmail.com".</p> <p>Touch the User Name field and enter your Case Network ID followed by "@case.edu".</p>



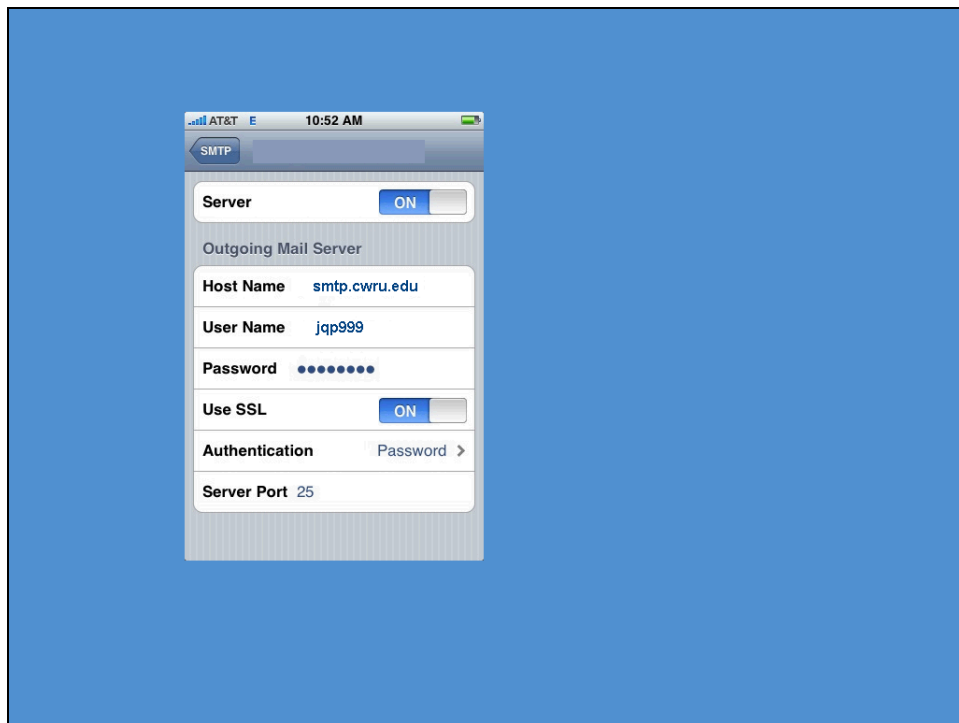
Step	Action
9.	<p>Scroll down the screen to the Outgoing Mail Server section.</p> <p>Touch the Host Name field and enter "smtp.cwru.edu".</p> <p>Touch the User Name field. Enter your Case Net ID. Do not include "@case.edu."</p> <p>Touch the Password field. Enter the password for your Case Net ID.</p>
10.	<p>Touch the Save button.</p> <p>The iPhone will attempt to verify the smtp account. If the save fails, try entering the password again.</p> 
11.	<p>If the save is successful, the Mail, Contacts, Calendars screen appears.</p> <p>Touch the Case menu item.</p> 


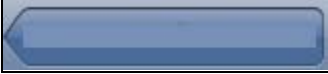


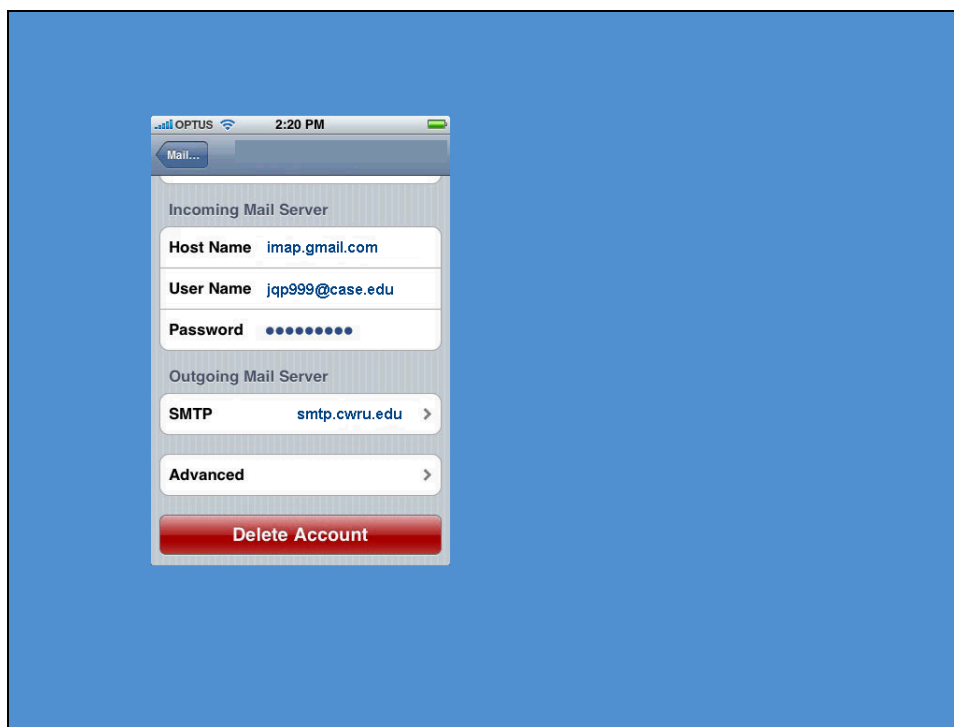
Step	Action
12.	<p>The Account field should display ON.</p> <p>Scroll down the screen to the Outgoing Mail Server section. Touch the SMTP menu.</p> 




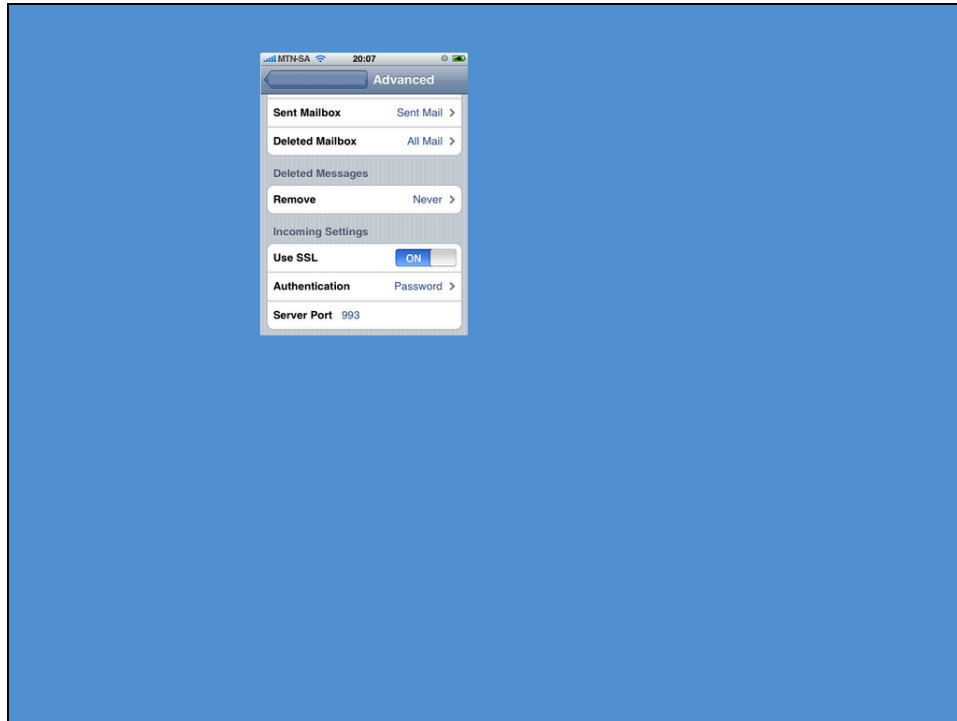
Step	Action
13.	Touch the Primary Server field. <div style="border: 1px solid black; padding: 5px; display: inline-block;"> smtp.cwru.edu On > </div>



Step	Action
14.	<p>Confirm that the Server field is in the ON position. If it is not, touch the OFF button to switch it to the ON position.</p> <p>Confirm that the Use SSL field is in the ON position. If it is not, touch the OFF button to switch it to the ON position.</p> <p>Touch the SMTP back arrow.</p> 
15.	<p>Touch the Case back arrow.</p> 



Step	Action
16.	<p>Touch the Advanced menu item.</p> 



Step	Action
17.	Scroll down to the Incoming Settings section. Confirm that the Use SSL field displays ON . If not, touch the OFF button to change it to ON . Confirm that the Server Port field contains 993 . If not, touch the Server Port field to be taken to a touchpad where "993" can be entered.
18.	This completes the process of setting up an iPhone to access Case Google Mail. Touch the Mail icon to access your Case inbox. End of Procedure.