IT user guide

ConnectMail for mobiles and tablets

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Access ConnectMail in a browser

To access ConnectMail online, log in with your Kent username and password in this format UKC\abc1 (replacing abc1 with your username):
https://owa.connect.kent.ac.uk

Conditions of use

By using this service, you confirm that you have read and agree to abide by University IT regulations at:
www.kent.ac.uk/is/regulations

Your email address format

Your full email address is made up of your initials and surname and ends in kent.ac.uk, for example:
a.b.charles@kent.ac.uk

Setup instructions

Depending on your model of mobile device, instructions may vary slightly from those stated below.

Android

If you access mail on an Android email app, you implicitly give the University permission to ‘remote wipe’ your phone, if the phone is lost or stolen and if corporate data may be compromised.

This would wipe out all the data on the device, not just email.

1. Choose Email (from Applications in the Home or Settings area).
2. Enter your full Kent email address, your password.
4. Tap Exchange account then enter:
   • Username: your Kent username in this format ukc\abc1 (replacing abc1 with your username)
   • Password: your Kent IT account password
   • Server: sync.connect.kent.ac.uk
   • Use secure connection (SSL): ticked
   • Accept all SSL Certificates: ticked
   • Domain (if required): ukc
5. Tap Next.
6. If you see a Remote Security Administration warning, tap OK.
7. Edit Account Options if desired.
8. Tap Next.
9. Name your account ConnectMail.
10. Tap Done.
11. Activate Device Administrator - this makes your email account more secure if it is stolen.
BlackBerry

1. Click the BlackBerry button to access your device’s setup menu, then click the Setup icon.
2. On the Setup screen, click the Email Settings icon.
3. If you have registered for BlackBerry Internet Service, a screen will display where you should enter your username and password for that service (not your Kent IT account). If you have forgotten your BlackBerry Internet Service credentials, contact your mobile provider to reset them.
4. On the next screen click the Add button, above ‘Add an existing email account’.
5. The next screen should show a list of email providers. Select Other then click Next.
6. On the next screen, enter your full Kent email address (see How to find your full email address on page 2) and password, then click Next.

You should now be able to access your mail by clicking the BlackBerry button then the Envelope icon.

iOS (Apple)

1. From your device’s list of apps, tap Settings.
2. On the Settings screen, choose Mail, Contacts, Calendars.
3. On the Mail, Contacts, Calendars screen, choose Add Account.
5. On the Enter your Exchange account information screen, enter the settings as follows:
   • set Email to your full Kent email address (see How to find your full email address on page 2)
   • set Domain to ukc
   • set Username to your Kent username
   • set Password to your Kent password
   • optionally, set a description
6. Tap Next.
7. If the screen reloads with a Server field, set it to sync.connect.kent.ac.uk and tap Next.
8. On the Exchange ActiveSync page, make sure that Mail, Contacts and Calendars are set to the On position, then tap Done.

You should now be able to access your mail from the Mail app.

Symbian (Nokia)

These instructions assume that you have the Mail for Exchange client on your phone - to download it and get advice on using it go to: http://europe.nokia.com/support/download-software/mail-for-exchange

1. From your device’s menu, select E-mail.
2. Select New, then Start.
   • set E-mail address to your full Kent email address
   • set Domain to ukc
   • set Username to your Kent username
   • set Password to your Kent password
   • Select Mail for Exchange
   • Set Exchange Server to sync.connect.kent.ac.uk
3. Select OK.
4. Select Items to be synchronised – Contacts, Calendar, Email, Tasks
5. Press Sync.
Windows Mobile 7

1. On your device’s home screen, tap Email Setup.
2. From the list of account types shown, choose Outlook.
3. On the OUTLOOK screen, enter your full Kent email address in the Email address box (see How to find your full email address on page 2), then enter your password and tap sign in.
4. The screen will reload and prompt you to ‘Check your information and try again’. Tap the Username field and enter your Kent username in this format abc1 (replacing abc1 with your actual username).
5. Tap the Domain field and enter UKC, then tap sign in.

Other devices/operating systems

Follow your device manufacturer’s instructions, using the settings provided below. Any options to use the username and password inherited from your device should be disabled, so that the correct details are used.

- **Username:** your full Kent email address  (see How to find your full email address on page 2)
- **Password:** your Kent password
- **Account Type** imap4
- **Incoming Mail:** imap.connect.kent.ac.uk
- **Security:** SSL
- **Port:** 993
- **Outgoing Mail:** smtp.kent.ac.uk
- **Security:** SSL
- **Port:** 465
- **Domain:** ukc

Help and support

Mobile Devices blog

For more information on using your mobile device at the University, see:

http://blogs.kent.ac.uk/mobiledevices/

Telephone, email and online help

- **Email:** helpdesk@kent.ac.uk
- **Telephone:** Staff and visitors (01227 82) 4888; Students (01227 82) 4999
- **IT Services help and contacts:** www.kent.ac.uk/itservices/help/

Please note that the IS support desks are unable to provide full support for connecting mobile devices as they vary widely; the advice provided is on a best-efforts basis.