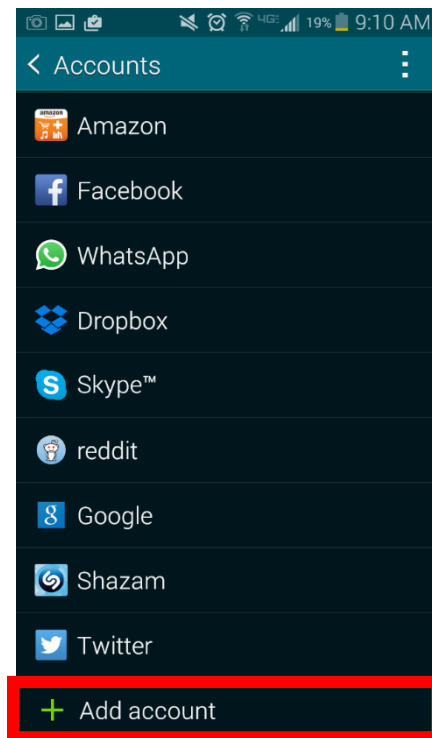
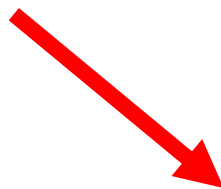
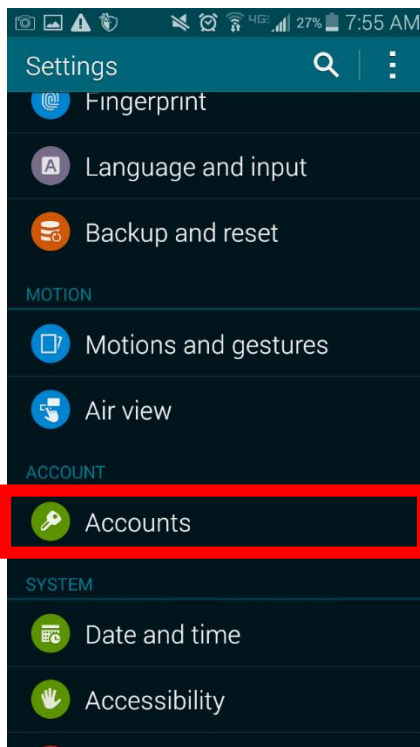


Set-up CatMail on Android Device (4.4.x, KitKat)

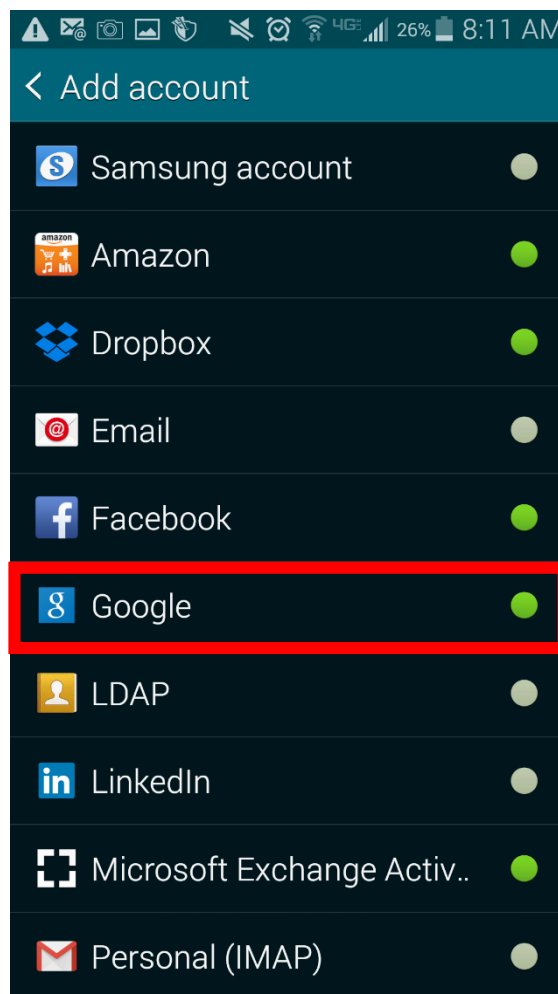
Make sure that **IMAP is enabled** in your account before beginning this process and that you have your **CatMail Secondary password** created. Please refer to Appendices 1 and 2 for more information.



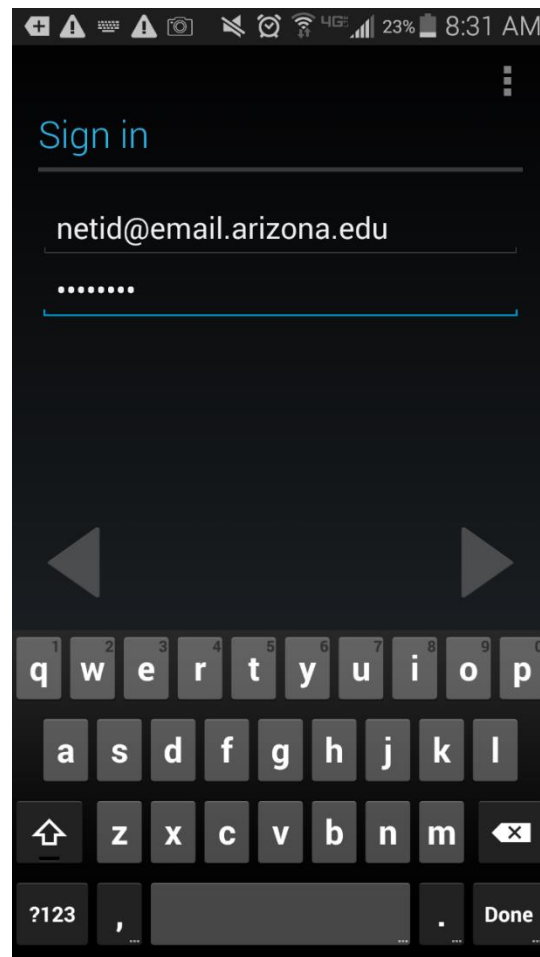
- 1) Tap the **Settings** icon from the applications screen.
- 2) Scroll down until you see the option for **Accounts**. Select **Accounts** and then select **Add Account** at the bottom of the next page.



- 3) After you have selected **Add Account**, we can now choose the kind of account we want to add. CatMail accounts are Gmail accounts, so we will select **Google**.

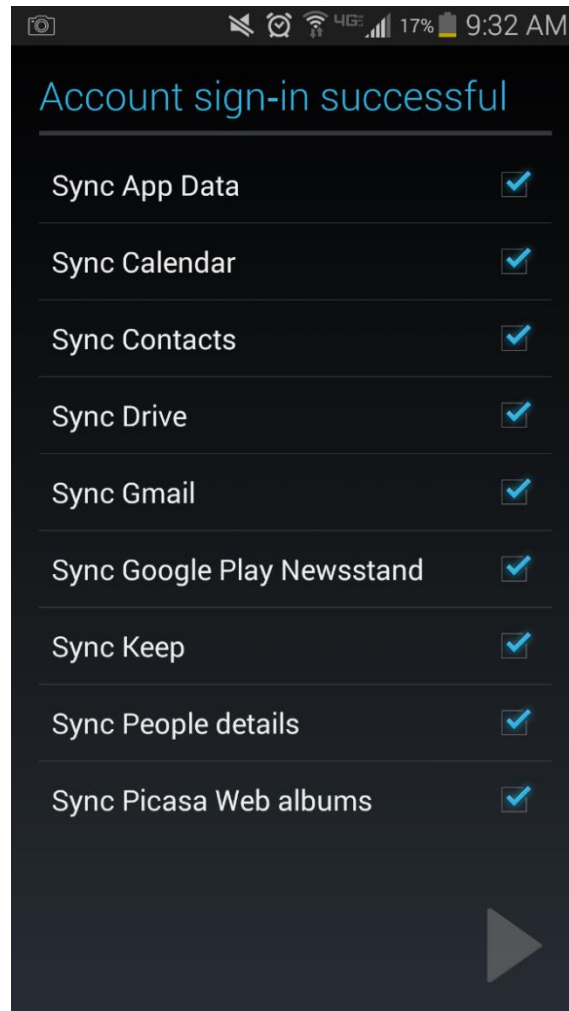


- 4) After you have selected **Google**, it will ask if you want to add an existing account or create a new one. Your CatMail already exists if you are a student, so select **Existing**.



- 5) It will now ask for an email address and password. The email address will be your **full university email address** (yournetid@email.arizona.edu).
- 6) Password will be your **Secondary Catmail Password**. This password is sent to your Catmail whenever you create or change your password. If you do not see it in your inbox, you can reset it at <http://netid.arizona.edu/> and by selecting Reset Secondary (Catmail) Password on the right column. View the Appendix of this document for step-by-step instructions.

- 7) It will then try to sign-in, and ask you if you want any additional Google services such as news and offers from Google Play. You may choose to decline these and move to the next page.
- 8) The following page will ask you to setup payment info, as Android natively uses Google accounts as Google Play Store accounts. You may select skip at the bottom-left.
- 9) Finally, you will see a page that says **Account Sign-in Successful** with various checkboxes that let you select which parts of CatMail you want to sync. They can be left at the default settings unless you want to change them.

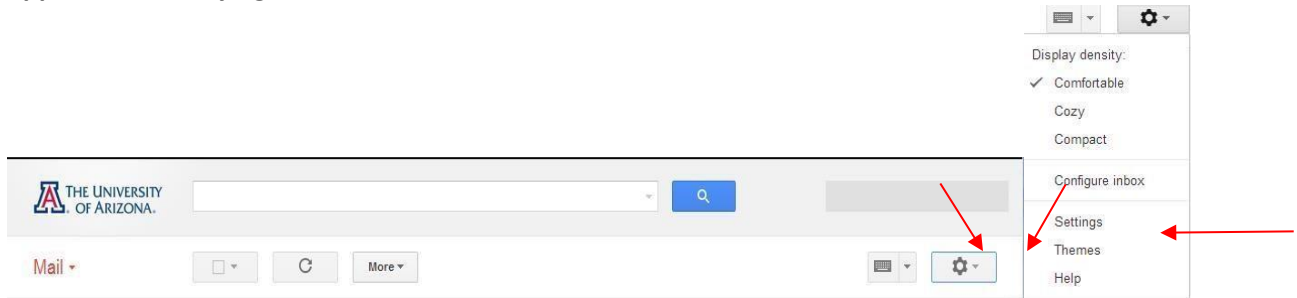


You are now done!

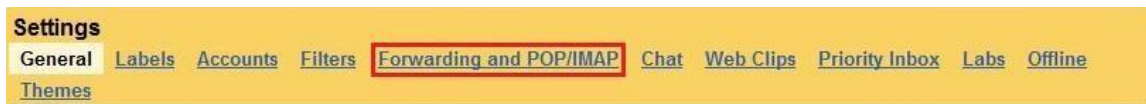
If you experience problems with this process, or need further assistance, please contact the 24/7 IT Support Center at (520) 626-8324, or visit <http://247.arizona.edu>. You can also submit a support request at <http://uassist.arizona.edu>.



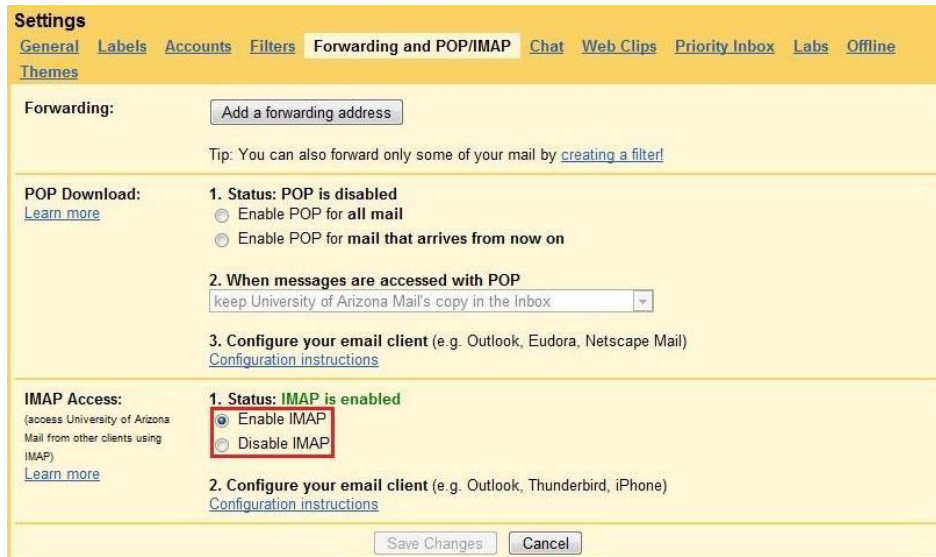
Appendix 1: Verifying IMAP Enabled in CatMail



Log into CatMail. In the top right of your screen locate and click on **Settings** link.



Click on **Forwarding and POP/IMAP**.

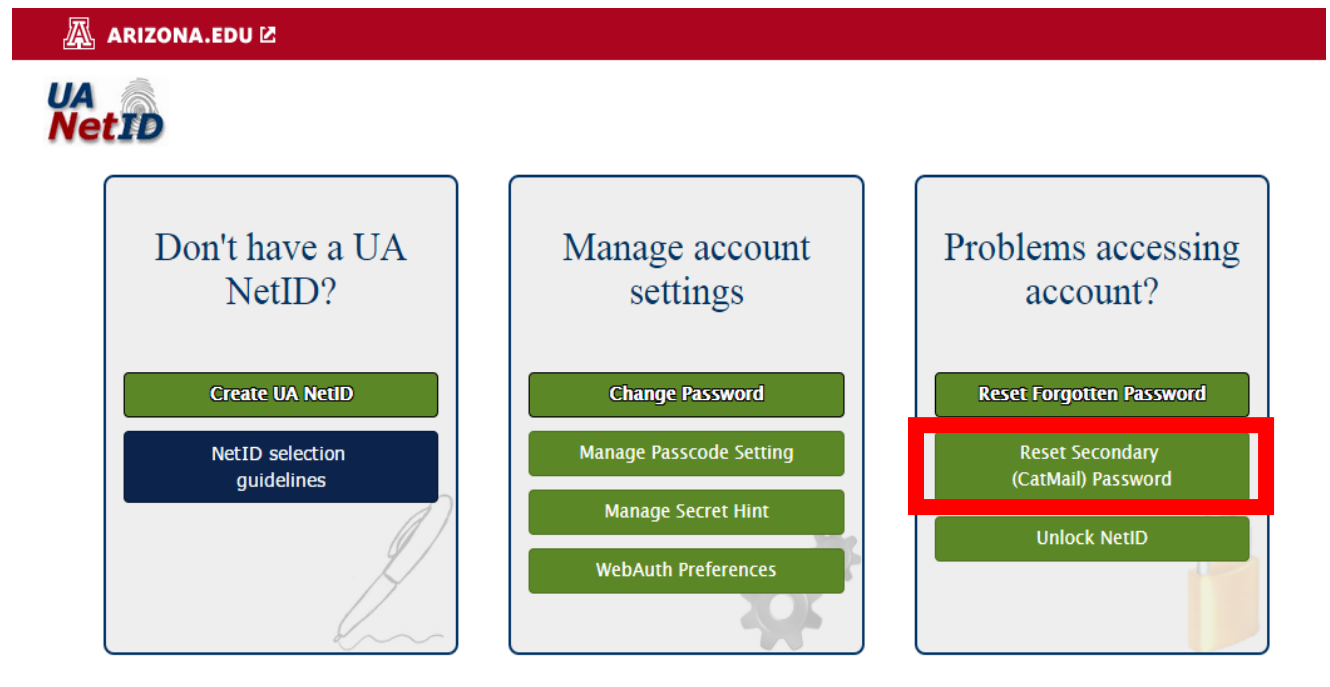


At **IMAP Access** location, select **Enable IMAP**. If POP is enabled that is fine but the important part for this tutorial is that IMAP is enabled.

Appendix 2: How to Reset CatMail Secondary Password

To reset your **Catmail Secondary Password** you will need your UA NetID, NetID Password, along with your Secret Hint answer that was set up when the NetID password was created. If you do not have your NetID or password, these may be obtained by calling the 24/7 IT Support Center at (520) 626-8324.

- Go to: <http://netid.arizona.edu>
- Click on **Reset Catmail Secondary Password**



The screenshot shows the UA NetID website navigation menu. At the top is a red banner with the ARIZONA.EDU logo. Below it is the UA NetID logo. The main content area is divided into three columns:

- Don't have a UA NetID?**
 - Create UA NetID
 - NetID selection guidelines
- Manage account settings**
 - Change Password
 - Manage Passcode Setting
 - Manage Secret Hint
 - WebAuth Preferences
- Problems accessing account?**
 - Reset Forgotten Password
 - Reset Secondary (CatMail) Password** (highlighted with a red box)
 - Unlock NetID

- Log in with your NetID and your password
- **If you are signed up for NetID+**, it will go directly to the Secondary Password Reset confirmation page. This means that you should see your new Secondary Password at <http://catmail.arizona.edu/> within the next two minutes, and you are finished with this process. If you are not signed up, continue to the next step.



When you created your UA NetID, you selected a "secret hint", and provided an answer. Please provide that same answer to the hint, as displayed below.

Note: You must answer with the same spelling, punctuation, etc, that you used in your original answer.

what is your father's middle name?

Your Secret Answer

Please enter your secret answer.

Steps

-
-
-
-

- The next page will ask you your Secret Hint. This will ask you a question you have picked out before and have typed in your own answer to. (If you are unable to answer this question, you can reset it at <http://netid.arizona.edu/> and selecting the Manage Secret Hint option. Alternatively, you can contact us anytime at 520-626-8324 or at <http://support.arizona.edu/> and we can reset it.)



The NetID Passcode is an optional, second layer of protection when performing security-sensitive NetID transactions, such as password changes/resets. It is both more secure, and more convenient, than the traditional "secret hint" mechanism.

With NetID Passcode, you will receive a 6-digit, one-time-use security code, sent to your registered mobile device whenever a change to your NetID account is requested; this code must then be entered on the NetID website to complete the transaction. The security code is deleted as soon as it is used, so you can be sure it will never be used by anyone but you.

Send Passcode to

Next

Steps

WebAuth Authentication

Secret Hint

Passcode

Confirmation

Cancel

- The next step will ask you to set up the Passcode security option if you haven't done so already. If you haven't signed up for it, you can decline it. Otherwise, you must hit the "Send Passcode" button. This will send you a text message containing a number, and a box will appear on the screen for you to enter it in and proceed.



You are done! You will receive the confirmation page and your secondary password will be sent to your CatMail account! Log in at <http://catmail.arizona.edu> to access your account.



Confirmation

Steps

WebAuth
Authentication

Confirmation

Successfully reset CatMail secondary password for

Your CatMail password has been reset. You will soon receive your new CatMail password by email. If you receive your email through CatMail, please check CatMail from the Web using your UA NetID password to retrieve your new CatMail password. Please allow several minutes for password delivery. Use this new password in the settings for applications or mobile devices to be able to check mail or sync calendar from CatMail.

You have been logged out of this application. To log out of WebAuth too, click [here](#)

Home