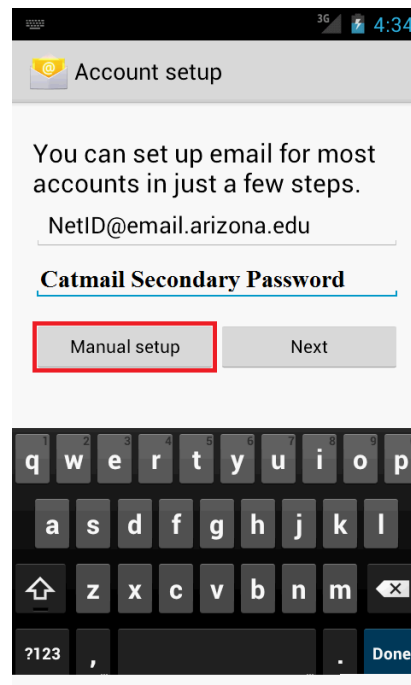


Setting up CatMail on an Android Device (4.0.x Ice Cream Sandwich)

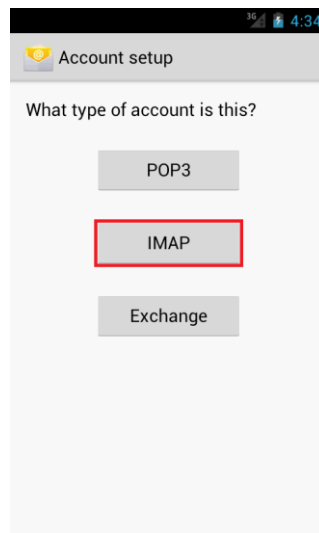
Before beginning this process, make sure that **IMAP is enabled** in your account and that you have your **CatMail Secondary password**. For more information on CatMail Secondary password refer to Appendix 1 at the end of this document.



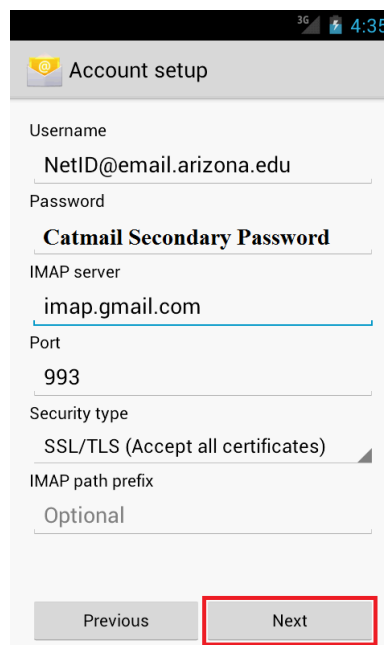
- 1) Tap the **Email** icon on your **Applications** screen.
- 2) On the next screen that comes up you will be asked to enter some information to set up your CatMail account. Please enter your full UA email address in the first field, and your CatMail Secondary password in the second field. If you are not presented with this screen, please click **Add Account** or tap the **Menu** soft-button and choose **Add Account**, which should bring you to this page. Once you have entered this information, click **Manual Setup** not **Next**.



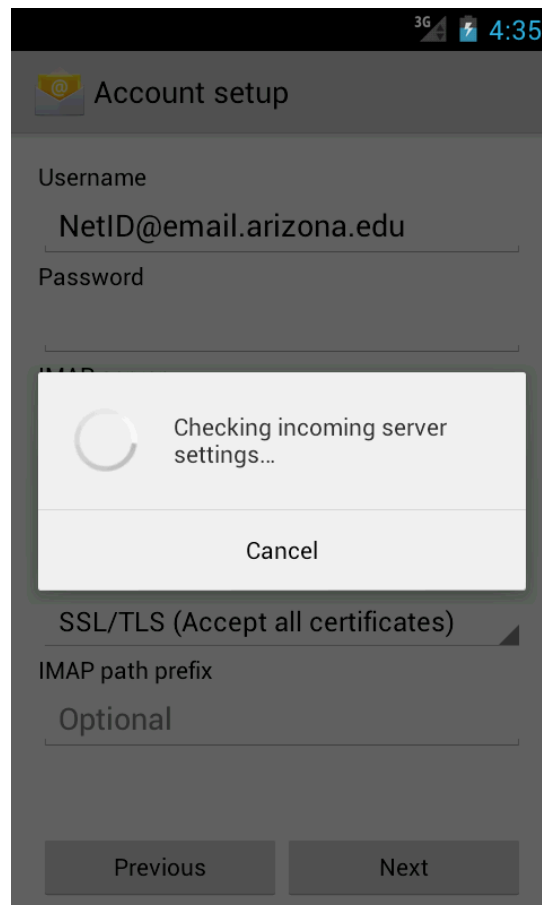
- 3) On this screen, tap **IMAP**.



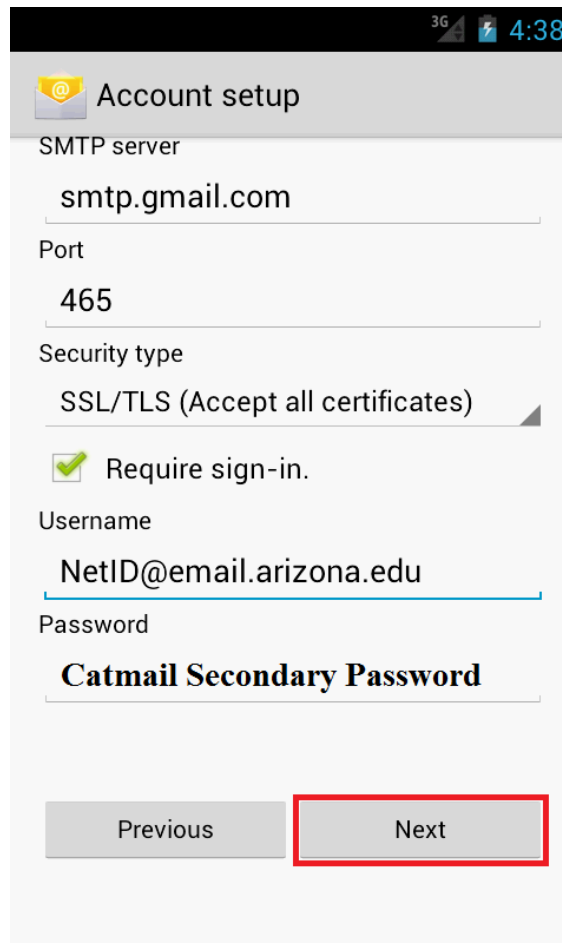
- 4) On this page, the **Username** and **Password** should already be filled in. Verify that they are correct and make adjustments if necessary. You will need to edit the **IMAP server** setting to read **imap.gmail.com**. Then, tap the **Security type** box and choose **SSL/TLS (Accept all certificates)**. This will automatically change the **Port** to **993**. Then, tap **Next**.



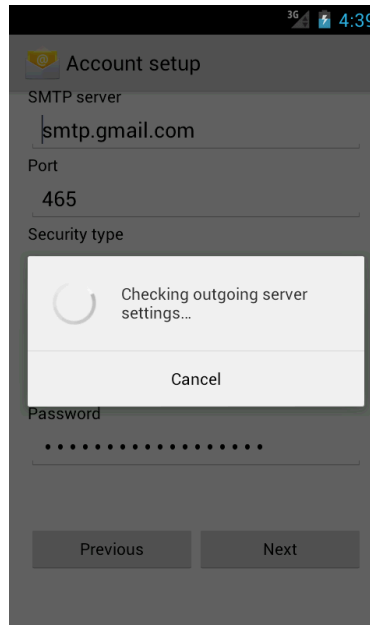
- 5) The system will check your settings and then continue automatically. If there are any errors you will be shown an error message and then put back on the previous screen. Please make any necessary corrections until you get past this screen to the next step.



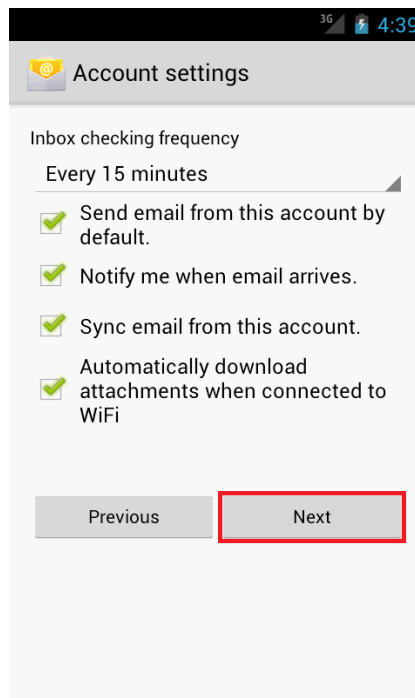
- 6) On this page there are only a few settings you will need to verify. First, be sure that **SMTP server** is set to **smtp.gmail.com**. Then, tap the **Security type** menu and choose **SSL (Accept all certificates)**. This should automatically change the **Port** to **465**. You can also change the port manually to **587** if the default does not work for you. One important thing to note is that the outgoing server does need the box for **Require sign-in** to be checked. Verify that the **Username** and **Password** below that box are correct, and then tap **Next**.

A screenshot of the "Account setup" screen in the CatMail app. The screen shows the following settings: SMTP server: smtp.gmail.com; Port: 465; Security type: SSL/TLS (Accept all certificates); Require sign-in: checked; Username: NetID@email.arizona.edu; Password: Catmail Secondary Password. At the bottom, there are two buttons: "Previous" and "Next". The "Next" button is highlighted with a red border.

- 7) The system will check your settings and then continue automatically. If there are any errors you will be shown an error message and then put back on the previous screen. Please make any necessary corrections until you get past this screen to the next step.

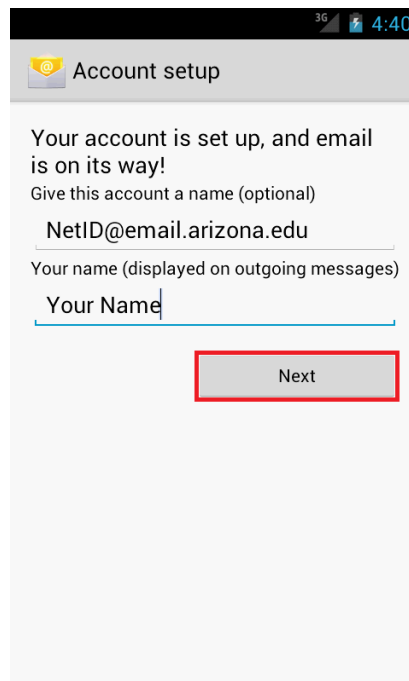


- 8) On this screen you can choose how you want your email delivered.
- a. **Inbox checking frequency** is fairly self-explanatory. There are many options for you to select when you would like to have your email checked; choose one that is satisfactory to you. Please note that checking your email automatically more often will lower your battery life and increase your data usage.
 - b. Check the box for **Send email from this account by default** if you are going to be using this email most often, or if this is the only email account on the device.
 - c. Check **Notify me when email arrives** if you would like an indicator of new email.
 - d. Leave **Sync email from this account** and **Automatically download attachments when connected to WiFi** checked, as this will help lower your data plan costs if you are connected to UAWiFi and also make sure your email is being checked.



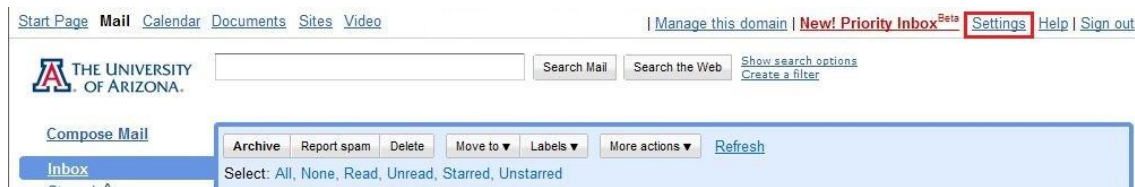
9) Click **Next** to complete this process.

10) **Your account is set up, and email is on its way!** Click on **Next**. Emails should be arriving shortly.



You are done! CatMail is now on your device. If you have problems with this process, or need further assistance, please contact the 24/7 IT Support Center at (520) 626-8324, or by visiting us at <http://247.arizona.edu>. You can also submit a support request at <http://uassist.arizona.edu>, but please note that support requests submitted through the UAssist system can take up to 48 hours for a response.

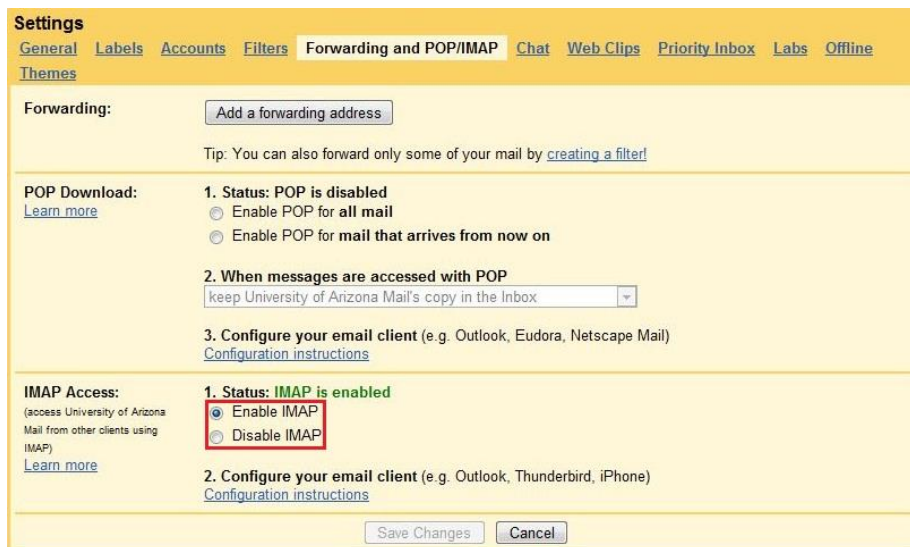
Verifying IMAP Enabled in Your CatMail Account



- First, log into your CatMail account. In the top right hand corner of your screen click on the **Settings** link.



- Once you have clicked on **Settings** you will have a list of options to choose from. Please click on **Forwarding and POP/IMAP**.



- In the **Forwarding and POP/IMAP** location make sure that you have **Enable IMAP** selected. If you have POP enabled that is fine, but the important part for our tutorial is that IMAP is enabled.

Appendix 1: CatMail Secondary Password & Reset

When your UA CatMail account was established you would have received an email notification letting you know what your secondary password is. The secondary password is not one you can create; it is automatically generated unlike your UA NetID which you have the ability to create. If you do not remember what your CatMail Secondary Password is you can reset it at the UA NetID webpage <https://netid.arizona.edu>. You will need your Student ID, Student PIN number, and date of birth, along with your Secret Hint answer as set up in your NetID password. If you do not have your Student ID or PIN number, these can be obtained by calling the Registrar's Office at (520) 621-3113.



The screenshot shows the UA NetID website. At the top, it says "THE UNIVERSITY OF ARIZONA" and "UITS UNIVERSITY INFORMATION TECHNOLOGY SERVICES". Below that is a banner image of a building. The main heading is "UA NetID UA NetID". On the left, there is a list of links: "Create UA NetID", "What's my UA NetID?", "Change UA NetID Settings", "WebAuth Preferences", "Change UA NetID Password", "Reset UA CatMail Password" (highlighted with a red box), and "Reset Forgotten". On the right, there is a section titled "Your UA NetID is your personal identifier for a number of online services at the University of Arizona. Some of the services requiring a NetID include:" followed by a list: "E-mail and UITS computing accounts (email.arizona.edu, catmail, etc.)", "UAccess applications (Student, Employee, Analytics, etc)", "University site-licensed software", and "OSCR computer labs". Below that is a "NOTE!" and a section titled "Why is the UA NetID necessary?".

- First, go to <https://netid.arizona.edu>
- Click on **Reset UA CatMail Password**
- Next, choose your **Affiliation** and click **Next**



- Steps
1. Affiliation
 2. Identification
 3. Secret Hint
 4. Confirmation

Step 1: Select Affiliation

When accessing [CatMail](#) from the Web (when you see UA's WebAuth login screen), use your UA NetID password. When setting up other applications or mobile devices to read email or sync calendar from CatMail, use your CatMail password. The following steps allow you to reset your CatMail password. **This process does not change your UA NetID password.**

Your affiliation is your association with the University of Arizona (UA). Please check the button that best describes your **primary** affiliation with UA.

- UA Student
- UA Employee (Faculty, Staff, Appointed)
- UA Departmental Sponsored Visitor (DSV)

[Next >](#)

- Enter the information you gathered in the appropriate boxes.



Steps

- 1. Affiliation
- 2. Identification
- 3. Secret Hint
- 4. Confirmation

Step 2: Identify Yourself (Student)
Enter the following information below:

- **Your student ID**
- **Personal Identification #**
- **Your birthdate**

Student ID:

PIN:

Birthdate: Month: Day: Year:

- Provide your secret hint answer.



Steps

- 1. Affiliation
- 2. Identification
- 3. Secret Hint
- 4. Confirmation

Step 3: Answer your "secret hint"
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.

Hint: What is your father's middle name?

Your Answer:

- You are now done.



Steps

- 1. Affiliation
- 2. Identification
- 3. Secret Hint
- 4. Confirmation

Step 5: Confirmation
Successfully reset UA CatMail 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.

[UA NetID home](#)

- A new CatMail Secondary Password will be sent to your CatMail account. Login at <http://catmail.arizona.edu> to retrieve it.