Setting up Catmail on an Android device (4.0.x Ice Cream Sandwich)

Before beginning this process, please be sure that IMAP is enabled in your account and that you have your Catmail Secondary password. Please refer to Appendices 1 and 2 for more information.

1) Tap the “Email” icon on your “Applications” screen.
2) On the next screen that comes up you’ll 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’ve entered this information, click “Manual Setup” not “Next”.

![Account setup screen](image)

You can set up email for most accounts in just a few steps.

NetID@email.arizona.edu

Catmail Secondary Password

Manual setup  Next

![Keyboard](image)
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’ll 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’ll 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 doesn’t 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, then tap “Next.”
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. “Inbox checking frequency” is fairly self explanatory. There are many options for when you’d 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. You can check the box for “Send email from this account by default” if you’re going to be using this email most often, or if this is the only email account on the device. You can check “Notify me when email arrives” if you’d like an indicator of new email. You should 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’re connected to UAWiFi and also make sure your email is being checked.
9) You’re done setting up your email account! Emails should be arriving shortly. Click “Next” to complete this process and begin downloading email.

You’re 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.
Appendix 1: Verifying that you have enabled IMAP in your Catmail account.

First, log into your Catmail account. In the top right hand corner of your screen you should see a “Settings” link. Please click on that.

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” area please be sure that you have “Enable IMAP” selected. If you have POP enabled that is alright, but the important part for our tutorial is that IMAP is enabled.
Appendix 2: Resetting your Catmail Secondary Password.

To reset your Catmail Secondary Password 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 may be obtained by calling the Registrar’s Office at 520-621-3113.

First, you will need to navigate to http://netid.arizona.edu. Once there, click on “Reset UA Catmail Password”, which is the 6th link down on the left side of the page.
Next, choose your affiliation and hit “Next”

Then enter the information you gathered in the appropriate boxes.
Here you will answer your secret hint question.

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:**

If you’ve done all the above steps successfully you’ll have your new Catmail Secondary Password sent to your Catmail account, so please log in at [http://catmail.arizona.edu](http://catmail.arizona.edu) to retrieve it.