Setting up Catmail on your iPhone

Setting up Catmail on your iPhone/iPod/iPad. 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 “Settings” on your home screen.
2) Scroll down to and tap “Mail, Contacts, Calendars.”
3) Tap “Add Account...”
4) Tap “Gmail”
5) Enter the requested information. Please note that you must use your **Catmail Secondary password** here, not your regular NetID password. If you do not know your Catmail Secondary password, please consult Appendix 2.

<table>
<thead>
<tr>
<th>Name</th>
<th>YOUR NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>YOUR FULL EMAIL ADDRESS</td>
</tr>
<tr>
<td>Password</td>
<td>CATMAIL SECONDARY PASSWORD</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
</tbody>
</table>
6) Enable Mail to get your email and Calendars if you use calendaring in Catmail.

![Gmail app settings](image)

7) 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](http://247.arizona.edu). You can also submit a support request at [http://uassist.arizona.edu](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.
Reset UA CatMail Password

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, choose your affiliation and hit “Next”

Step 2: Identify Yourself (Student)

Enter the following information below:

- Your student ID
- Personal Identification #
- Your birthdate

Student ID:

PIN:

Birthday: Month: [Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec] Day: [01, 02, ..., 31] Year:

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: 

Next >

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 to retrieve it.