Setting up CatMail on your iPhone

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 Settings on your home screen.

2. Scroll down to Mail, Contacts, Calendars and tap.
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 1.

6. Enable Mail to get your email and Calendars if you use calendaring in CatMail.
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. 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.

- First, go to https://netid.arizona.edu
- Click on Reset UA CatMail Password
- Next, choose your Affiliation and click Next
- Enter the information you gathered in the appropriate boxes.

- Provide your secret hint answer.

- You are now done.

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